

Customer Care Agent/ Intern for German speaking markets (f/m)

Customer Management | Berlin, Germany

Bonnyprints is one of Europe's fastest growing online destinations for customizable print products and part of Rocket Internet's network of companies which contains 100+ market leading businesses in 50+ countries. Founded in vibrant Berlin in 2009, Bonnyprints now successfully operates in six countries, generating a multi-million turnover. Our business is based on the firm belief that printed paper products with a personal touch make a huge difference in today's world of high speed digital communication. Combining modern online technology with carefully crafted premium products, Bonnyprints helps people celebrate, capture and share life's most magnificent moments.

Your responsibilities:

- The first point of contact via phone, email and chat with our customers from Germany, Austria and Switzerland
- Managing complex requests, handling customers' complains by providing quick and efficient support in any high-pressure situation and following up to ensure problem resolution
- Attracting potential customers by informing them about our product and services
- Opening new customers' accounts and collecting records to update the date
- Soliciting feedback from customers and reporting data to improve service
- Cooperating closely with an outside agency

Who we're looking for:

- You have already gained some experience in Customer Support, Call Center
- Excellent communication and active listening skills distinguish you from other candidates
- You feel comfortable on the phone
- You are a dynamic, flexible and service-oriented individual willing to work in a fast-paced work environment
- You have an absolute hands-on mentality
- You are proficient with MS-Office
- You speak German at a native level and have a good command of English
- You are available from October

Please send your applications, in English or German, to hr@bonnyprints.com.