




Company Description

Lookiero is the leading personal shopping service online for women in Europe. We believe style is much more than the clothes we wear. We use style to inspire our clients to express themselves. Our combination of smart technology and experienced personal stylists ensure we find inspiring and constantly surprising styles, tailored to our clients' needs and preferences. We create lasting relationships between our Personal Shoppers and our clients, enabling us to deliver a thoughtful and personalised selection of items chosen specifically for them, every time. We have grown rapidly since our launch in 2016 and are continuing to grow quickly! We now operate in 7 countries with a super talented team of +350 people across our 4 offices in Bilbao (HQ), Paris, London and Milan.

Information

 Deadline: 2021-08-23
 Category: Business
 Province: Bizkaia

 Country: Basque Country
 City: Bilbao

Company

Lookiero Tech

lookiero

Main functions, requisites & benefits

Main functions

At Lookiero the customer experience is a top priority and we are now looking for brilliant, enthusiastic and customer-oriented professionals for our German Customer Service team in Bilbao, Spain. This is an excellent opportunity to work in a multicultural, young, dynamic and professional environment. You will... Be the frontline of our Company to the German Market. Provide professional support to all customers across multiple channels (email, phone, chat, social media), with a positive attitude and rapidity, solving their problems. Be key in sharing customer feedback with other internal teams, detecting customer impacting issues and finding solutions. Use a variety of software tools to navigate customer accounts, research and review policies, including communicating effective solutions in a fast paced environment. Participate on fraud detection and prevention initiatives. Interact with customers through social media. Liaise with couriers to track packages and claim lost shipments.

Requisites

At a minimum, you have... Native-level of German (oral and written), Spanish is a MUST. Ability to demonstrate empathy. Dedication to problem solving. The ability to resolve conflicts with patience, positive attitude and being helpful. The ability to be responsible in any situation. A detail-oriented working style. The ability to use multiple software tools. Experience in Customer Service Departments.

Benefits

Why would you love to join us? We are getting bigger but we still have a start-up feeling. We are the European market leader with double-digit growth and +2 million of users. A key position in one of the most important teams of the company where you can see your impact on the business from the very beginning. A freedom environment, which implies responsibility. Remote friendly culture. We do not have a dress code. A sneak peek of our culture Think Big. Act Fast. Take ownership. Drive Results. We say things the way they are. Many voices. One Team. It's possible. Lookiero is an equal opportunity employer. We embrace diversity and invite applications from people of all walks of life no matter their gender, sexual orientation, ethnic origin, background or disability status. If you are excited about everything that you have just read... Join us!