

# DAIMLER

## Customer Service Representative | German (Maastricht, NL - incl. relocation package)

for Mercedes-Benz Customer Assistance Center Maastricht N.V.

Contact

**Sandra Besseling-Nies**

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Job-ad-number

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Field of activity

**Administration/Office**

Department

**Recruitment CAC**

### Tasks

We offer two different services for our customers in Germany, Austria and Switzerland.

#### **Roadside Assistance**

Customers experiencing a vehicle breakdown can contact the Service 24 hours department for roadside assistance 365 days per year, 7 days a week and 24 hours a day. Employees answer incoming calls from customers requiring assistance. Details are collated and entered into a computerized system. In case the problem can't be solved by telephone, the employee contacts the nearest dealer who will send out a technician. The philosophy is to ensure the customer is mobile again as quickly as possible.

Do you enjoy working in shifts and being part of a dynamic environment? Stop reading and apply directly to become a part of our team!

#### **Customer Service**

The Customer Service department serves all customers and prospective customers by handling all inquiries and complaints for the entire range of Mercedes-Benz and smart vehicles. All inquiries and complaints are handled by telephone, mail, fax or e-mail. You are responsible for after-sales service issues, technical and product topics and general company related inquiries. As a Customer Service Representative you are the most important interface between the customer and the Daimler organization. You insure that customer concerns and queries are dealt with adequately; manage our services to customers and transfer product knowledge.

Do you enjoy working on a regular dayshift and do you have perfect writing skills? Don't be shy and differentiate yourself by convincing us of your way to communicate.

## Qualifications

- Excellent understanding of Customer satisfaction;
- Native level of German, both written and spoken;
- Conversational level in English (corporate language) and motivation to speak and improve it;
- Good written and verbal skills;
- Ability to work in structures, to prioritize, analyze and coordinate your day to day;
- Empathy and negotiation skills;
- Open-minded to a diversity of cultures;
- Computer literacy;
- Act as our Brand ambassador.

## **Additional information**

We offer you a job in a multicultural, young and informal international working environment with interesting conditions, both primary and secondary:

### **Benefits**

- Attractive salary based on previous experience;
- Transportation plan: free bike every 3 years, free public transport or contribution to fuel costs;
- Collective health insurance at discounted rates;
- Pension plan;
- 200 vacation hours (based on full time employment);
- Holiday allowance: 8% of annual salary;
- Competitive performance based salary growth;
- Result oriented bonuses;
- Lucrative relocation package. If applicable, you will also be reimbursed for first arrival, housing fee, and moving costs.

### **Additional benefits**

- Employee Car Program: discount on new or used Daimler brand cars;
- Development: You will receive a personally tailored development plan with interesting career opportunities.
- Social Activities: Due to our Social Club it is ensured that you also have fun with your colleagues after work. The company internal Social Club frequently organizes events and activities like kickboxing, dance courses, Friday night drinks, Yoga, tennis tournaments, kayak tours and indoor soccer games.
- On top of free hot beverages like coffee (also coffee specialties like Café Latte, Espresso etc.), tea, soup and hot chocolate on all floors, you can visit our company barista to get special drinks and pastries like fresh Croissants and Donuts during your coffee breaks!
- Healthy and diverse lunch options in the company restaurant including smoothies and theme days with e.g. Pizza, Burger, Pasta, Schnitzel and many more options! Daily salad buffet and a sandwich station is also one of our employees' favorites.

## **Working Conditions**

This Customer Service Representative position is on a fulltime or part-time basis. We provide an extensive 4 week initial training (fully paid) and a follow up buddy program of 2-3 months.

Initially, you will be offered a contract with a duration of one year. After this period we would like to offer you an indefinite contract.

### Roadside Assistance

Working in a 24 hour shift pattern with a competitive salary and the possibility to increase your income with the shift allowance.

### Customer Service

Working in dayshift with a competitive salary.

## **The procedure**

In case of interest, please apply with CV and motivation letter in your native language via the following link: <https://bit.ly/2ICnw33>

In case of questions or remarks, please do not hesitate to contact me by the following mail address: [sandra.besseling-nies@daimler.com](mailto:sandra.besseling-nies@daimler.com)

## **Location information**

Maastricht is one of the oldest cities in Holland, with a historic inner city. Churches, city walls, monumental merchant houses and big squares merge seamlessly with a comprehensive and varied range of shops. Maastricht has everything from modern art to an exciting labyrinth of tunnels. It also offers many museums, churches, historical buildings, hidden alleys and spacious squares. Last but not least Maastricht is also proud to have Maastricht University which is known and attended by students all over the world.

## **Contact Operating Department**

Sandra Besseling-Nies

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Apply for this job

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## Benefits



Inhouse Doctor



Barrier-free workplace



Good public transport



Parking



Near-site Childcare