

Customer Support Specialist (German speaker)

At Salonkee, we're transforming the beauty and wellbeing industry with cutting-edge digital solutions that streamline operations and elevate client experiences for hair and beauty businesses across Europe.

As a Customer Support Specialist in our Customer Success team, you'll deliver exceptional support in our clients local language, helping our customers maximize the value of our software tools. Your dedication and expertise will ensure salons run smoothly and efficiently, contributing to our mission of digital innovation in the industry.

This role is ideal for an experienced support professional skilled in quick problem resolution, technical troubleshooting, and relationship management, all aimed at delivering an exceptional support experience to salon partners. The Experienced Customer Support Specialist will play an essential role in fostering salon satisfaction and loyalty by combining expert knowledge, fast response, and a proactive approach to support.

Key Responsibilities & Tasks:

- **Rapid Support & Resolution:** Provide quick assistance mainly over the phone, with additional support via chat and email, aiming to resolve all inquiries within 24 hours.
- **Technical Support & Setup:** Troubleshoot login, system, and hardware issues, guiding salons through setup and configurations for seamless operations.
- **Billing & Subscription Management:** Address billing, payments, and subscription updates, ensuring accurate and clear financial support.
- **Relationship Management & Retention:** Conduct regular check-ins, proactively manage partner needs, and address churn risks to strengthen loyalty.
- **Platform Education & Knowledge Sharing:** Educate partners on platform features to maximize usage, sharing best practices and tips.
- **Documentation & Continuous Improvement:** Document interactions in CRM, monitor inquiry trends, and contribute to FAQs, support materials, and product feedback for ongoing improvements.

Requirements:

- **Previous Experience in Client Support:** Demonstrated ability to assist clients over the phone, effectively managing and resolving their inquiries or issues.
- **Customer-Focused Mindset:** Display patience and empathy while handling conversations, including managing challenging or distressed clients.
- **Quick Problem-Solving Skills:** Ability to think swiftly to resolve issues on the spot or appropriately escalate them when necessary.
- **Detail-Oriented Approach:** Ensures accurate documentation of client interactions and timely follow-up on any required actions.
- **Efficient Time Management and Multitasking:** Skillfully handles multiple requests at once, prioritizing based on urgency and client needs.

- **Technical Skills:** Proficient in using phone systems, CRM platforms, or helpdesk software for efficient client support.
- **Excellent Communication Skills:** Exceptional communication skills, fluent in both German and English, ensuring clear and effective client interactions.

What we offer:

- The opportunity to make a meaningful impact on the company's success
- A permanent contract, providing stability and long-term growth potential
- Flat hierarchies that promote open communication and encourage putting your ideas forward
- An international team with colleagues from diverse backgrounds and countries, fostering a multicultural work environment
- Regular company events to foster team bonding and create opportunities for networking and collaboration
- Enjoy perks such as free coffee and lunch vouchers
- Experience an amazing company culture that values teamwork, creativity, and a positive work atmosphere
- Expect plenty of fun and exciting moments as we work together towards our shared goals

Join us at Salonkee and become part of a dynamic team where your contributions are valued, and you can thrive both professionally and personally.

Salonkee is an equal-opportunity employer. We are committed to building a diverse and inclusive team, and we encourage applications from individuals of all backgrounds, perspectives, and abilities. Together, let's create an environment where everyone feels valued, respected, and empowered to bring their authentic selves to work