



QS Unisolution is a young, international company with offices in Stuttgart, London and Bucharest. We provide innovative IT solutions in the field of higher education, which are already being used by over 300 institutions worldwide. We support providers of education in optimising their organisation and work processes. We similarly help to strengthen market position through online education portals, marketing tools, highly advanced CRM products and procedures for the electronic transfer of data.

If you share our enthusiasm for education, and innovative software solutions in higher education, we are looking to fill the following position in our Stuttgart (Germany) office with an immediate start.

Junior Customer Service Representative m/f/d English/French

Key duties and Responsibilities

- Deliver professional 1st Level Support to our International Clients
- Act as first line contact for clients, particularly for telephone requests
- Provide prompt solutions to client requests via telephone, email and remote sessions
- Maintain continuous communication with our clients and keep records of customer interactions in our ticketing system
- Diagnose problems, provide suitable workarounds to the customer and work closely with our 2nd Level and **development** teams
- Constantly contribute to our FAQ and Helpcenter based on most frequent questions and issues
- Deliver Online Training and Webinars
- Adhere to internal processes and procedures

Experience and Background

- Native or Proficient level in English and good French level
- Good knowledge of MS-Office programs
- You have a Bachelor degree, preferably in Languages or Communication
- Ability to handle multiple tasks while maintaining a high level of quality and accuracy
- You are customer oriented person and enjoy working in an international team
- You have high interpersonal skills, adaptability and stress tolerance

Further beneficial

- Experience in the customer service field would be an advantage
- Previous experience in working with CRM tools such as Salesforce, Right Now, BMC Remedy, MS Dynamics or Zendesk
- Advanced level in any additional European language (ideally German or Spanish)

What we offer

- A challenging and fascinating product in the international market of education
- An international team with a flat hierarchy and creative atmosphere
- An opportunity to drive team and product to the next level of growth and success

Interested? Want to find out more?

Then send us your application including CV, reference, salary expectations and the earliest you would be available to start by email to