



## Technical after sales service specialist focus Germany (1<sup>st</sup> level support), Fulltime

### V-ZUG Service & Support

V-ZUG operates its own front-end customer service which exists to secure a first-class service level for our customers. We provide best in class technical service and support which reflects our premium brand of V-ZUG.

### V-ZUG – Who we are

More than 1,600 employees around the world, who value a family-like environment with a great entrepreneurial spirit. As Swiss market leader with a commitment to 'Swiss Made', we live Swiss values - and make them experienceable all over the world. V-ZUG Europe was established in 2012 and is located in Harelbeke/Kotrijk, Belgium.

### What you can expect

- You handle incoming calls and mails in the after sales department, with focus on Germany
- You provide general technical enquiries and service requests in relation to installation, operation, repair and maintenance of V-ZUG appliances
- Administrative support and handling of service requests, parts sales orders and retour parts
- You offer an excellent technical support that is at or beyond customers' expectations
- You create and keep a close long-term relationship especially with our kitchen specialist partners and customers, as well as with our technical service partners

### What we expect from you

- You have a strong technical interest and experience for household appliances
- Language skills: German (native or bilingual proficiency) and either English, French or Dutch (fluent). All additional languages a plus
- You have experience in call taking and dealing with high demanding consumers and business partners
- You are organized, structured and you have good administrative skills
- You have good IT knowledge (MS-Office365, Outlook, ERP, etc.)
- You are a team player, reliable and flexible even in stressful situation
- You are able to act very self-driven and independent
- You are eager to provide high-level services

### We look forward to getting to know you

A very interesting, highly versatile and challenging job is waiting for you. Become a member of our team and take part in building up an excellent service and support in Germany.

Lieven Byttebier, Head of Service V-ZUG Europe BVBA, is pleased to share more about the exciting position.  
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