



Technical after sales service specialist focus Germany (1st 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, 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 Dutch (fluent). All additional languages are a plus (English, French,...)
- 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.

For more information and applying for this exciting position, please contact Sophie Van Slambrouck:
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