

## Customer Care Specialist - Germany

Are you ready to help us develop an **e-commerce business** in Germany? Do you enjoy **communicating with people**, helping them with their problems and finding the most effective solutions? Are you passionate about **running**? If your answers are 'YES', then just keep reading.

### What do you need to succeed in this role:

You are passionate about **running** and other sports. You enjoy **talking to people** and helping them with their problems. You are an **active listener** with a high level of **communication skills**.

### Key responsibilities:

- Daily **communication with customers** (email and phone).
- **Order processing** (edits, notes, changes and cancellations of orders on customers' request).
- Tracking of shipments & communication with delivery companies.
- **Claims** (communication with the complaint department processing the claim).
- Short **translations** (blogs, product descriptions, social media posts).

### What do we expect from you?

- **Native in German** language (very good written and spoken skills).
- **English** language on B2/C1 level.
- Freelancer (able to invoice us as an EU entity).
- **Customer-friendly** approach, high level of communication skills.
- **Proactivity and flexibility** - ability to learn new things and welcome changes, "quick on your feet"
- Very good **computer skills** (training provided)
- **Willingness to grow** with us

### What you can look forward to:

- **Full-time job** in a fast-growing international company.
- Fair and appropriate financial compensation according to your experience.
- Group of **like-minded & growth-oriented people** from all across Europe.
- We are as strong as our team! You can be sure to get supportive and friendly leaders and colleagues who care about each other and like to invest in people development. Sounds like something for you?

To get a better understanding of what we plan to build, browse [www.Top4Running.de](http://www.Top4Running.de), [www.Top4Football.de](http://www.Top4Football.de) or [www.Top4Fitness.de](http://www.Top4Fitness.de). Please submit your **application in English**. We are looking forward to hearing from you. If you have any questions about the company or this specific role, don't hesitate to contact us.