

Customer Service Specialist with German

Lookiero, the leading Personal Shopping service for women in Europe, currently operating in 7 countries & with more than 250 employees across 4 offices: Bilbao (HQ), Paris, London and Milan. At Lookiero the customer experience is a top priority and we are now looking for brilliant, enthusiastic and customer-oriented professionals for our German Customer Service team in Bilbao, Spain.

This is an excellent opportunity to work in a multicultural, young, dynamic and professional environment.


You will...


- Be the frontline of our company to the German market.
- Provide professional support to all customers across multiple channels (email, phone, chat, social media), with a positive attitude and rapidity, solving their problems.
- Be key in sharing customer feedback with other internal teams, detecting customer impacting issues and finding solutions.
- Use a variety of software tools to navigate customer accounts, research and review policies, including communicating effective solutions in a fast paced environment.
- Participate on fraud detection and prevention initiatives.
- Interact with customers through social media
- Liaise with couriers to track packages and claim lost shipments


At a minimum, you have...


- Native-level of **German** (oral and written), **Spanish** is a **MUST**.
- Ability to demonstrate empathy
- Dedication to problem solving
- The ability to resolve conflicts with patience, positive attitude and being helpful
- The ability to be responsible in any situation
- A detail-oriented working style
- The ability to use multiple software tools
- Experience in Customer Service Departments

Why would you love to join us?


 We are getting bigger but we still have a start-up feeling. We are the European market leader with double-digit growth and +2 million of users


 A key position in one of the most important teams of the company where you can see your impact on the business from the very beginning


 A freedom environment, which implies responsibility.


 Remote friendly culture. We do not have a dress code.


A sneak peek of our culture

 Think Big. Act Fast

 Take ownership. Drive Results

 We say things the way they are

 Many voices. One Team

 It's possible

Lookiero is an equal opportunity employer. We embrace diversity and invite applications from people of all walks of life no matter their gender, sexual orientation, ethnic origin, background or disability status.

If you are excited about everything that you have just read... Join us! 🙌

