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German Speaking Customer Service Agent: GEC Educator – Remote | United Kingdom (Contract)

Hiring organization
lululemon

Job Location

United States
Remote work from: USA

Date posted
October 15, 2024

Base Salary

USD 40 - USD 50

Valid through
31.05.2025

Employment Type

Full-time, Part-time

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Description

Description & Requirements

Please note this role requires candidates to be fluent in German, both written and verbal.

OPEN TO REMOTE CANDIDATES CURRENTLY BASED IN THE UK. Please note there is a vacation blackout period during our peak season from 25 November 2024 through 11 January 2025.

Who we are

The Guest Education Centre is lululemon's contact centre and we operate as a remote team located across Europe. The GEC Educator is our primary guest facing role, whose goal is to provide solutions to all guest inquiries. We do this by servicing guests across Europe through phone, email, live chat, social media and virtual shopping. As members of our GEC team, our Educators are empowered to find resolutions for our guests and support them through the entirety of their lululemon experience.

We are currently hiring for contracted positions. The GEC Educator role is a remote, work from home position that allows you to work independently while problem solving resolutions through authentic connection. At lululemon, we're committed to enabling our employees to maximize their potential in every aspect of their lives. As a GEC Educator, you will work closely with your Team Lead to master Guest Experience and drive your continued growth and development at lululemon.

The Role

As a GEC Educator, you will:

- Deliver world-class guest experience through all GEC channels (phone, live-chat, and email).
- Resolve guest concerns and inquiries through connection and empathy.
- Be responsible for achieving quality guest interactions, adherence to schedule, and efficiency targets.
- Be responsible for maintaining a high level of knowledge on lululemon policies, procedures, and product education.

- Multi-task and efficiently navigate through several programs, by placing orders, setting up returns, communicating programs, and troubleshooting to support our growing ecommerce business.
- Participate in ongoing development, career pathway and performance conversations to develop skills that support with job performance.
- Actively contribute to an inclusive work environment through our Inclusion, Diversity, Equity, & Action (IDEA) initiatives and priorities.

Qualifications

- Fluent in German, written and verbal
- Minimum 1 year of customer service experience required.
- Contact centre experience considered an asset.
- A commitment to completing 2.5 weeks full-time training and adaptability to learning new applications and systems.
- Exceptional customer service skills including excellent verbal and written English communication.
- Ability to authentically connect with guests and resolve guest inquiries over the phone.
- Ability to prioritize and time manage; you can navigate multiple guest conversations at once over live chat.
- Intermediate to advanced computer skills; this includes proficiency in Microsoft Office, an ability to type 50 wpm, and strong experience navigating the internet.
- Responsible and dependable, you have a great work ethic, work well independently, and meet availability requirements.
- Ability to work on a computer for up to 8 hours/day.