

Support Consultant FR speaker @ MoveWORK



contact@efftalents.com

Phone :

Web :

Job Summary

Vacancy :

Deadline : Mar 05, 2025

Published : Feb 05, 2025

Employment Status : Full Time

Experience : 1 - 3 Years

Salary : €1,300 to €1,500 gross/month (14 payments per year)

Gender : Any

Career Level : Entry Level

Qualification :

Job Description

Responsibilities

- Respond to **user requests** via different communication channels;
- Follow up on requests until resolution, in accordance with internal processes;
- **Act quickly** and efficiently in case of emergency, **reassuring customers** when problems arise;
- Report customer difficulties to the assigned Performance Coach to find the **best possible solution in the shortest time**;
- Proactively train and support customers in using the platform, encouraging digital adoption and ensuring their success with our products;
- **Promote the latest innovations** of the client's platform to customers;
- Help update the **FAQ and service guides**, while sharing customer feedback.

Requirements:

- Previous **experience in customer service**;
- Interest in digital tools and ease of use with technology and multiple communication channels;
- Curious mindset, eagerness to learn, and strong analytical skills to solve problems;
- Excellent **interpersonal skills**, patience, and empathy, along with organization and prioritization abilities;
- Strong written and verbal **communication skills**;
- Fluency in **French** (English and/or Spanish would be a plus).

The company:

MoveWORK is a **strategic partner for companies managing essential services**. They serve service providers, hospitals, universities, transport operators, hotels, and more through their modular and integrated platform: MoveWORK Flow. The mission? To improve the quality of life at work for clients, employees, and service providers. Currently, they manage 315,000 locations across more than 60 countries, with 4 subsidiaries in Europe.

Your recruiter:

Catarina, Talent Acquisition Specialist @ Efftalents.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
