

## **Multilingual Contact Center Representative**

Do you want to be part of a fantastic and rapidly growing team of unique and diverse people by working for one of the fastest growing natural and healthy living production companies? Apply and come aboard!

Our company is the European Contact Center of a well-known essential oil company from the USA.

Our doors in Budapest opened in 2019, we have grown up to around 250 people even during the pandemic and we are still expanding our teams. If you would like to know more about the opportunity, read further and apply today!

### **Job Description:**

Provide the highest level of customer service to our customers and distributors through phone, email, and/or other contact types.

### **Job Responsibilities:**

- Handle inbound customer contacts including but not limited to phone and email
- Use resources to answer questions and resolve concerns promptly and courteously in verbal or written form
- Follow-up on customer service issues
- Capture customer feedback
- Prepare and inform Wellness Advocates about promotions and products
- Adhere to schedule and meet department performance standards

### **Job Qualifications:**

- Excellent communication skills, empathic, "problem-solver" attitude
- Strong typing and computer skills (MS Office)
- Organized and detail oriented
- Ability to work under pressure, including during peak season
- Ability to follow instructions, policies, and procedures
- Works well with people, proactive attitude, passionate about providing a great customer service
- Previous customer service experience, preferred
- Desire to move up and grow with the company, preferred

### **You will...**

- be working in a new and modern office environment with easy public transport access (Budapart Gate)
- be receiving a fair & competitive compensation
- be part of a very welcoming and diverse team of around 250 people
- be working in a predictable and predefined working schedule, no constant ad-hoc changes for a great work-life balance
- be given the opportunity to join us in part-time as well



**Location:** Budapest or can be done from home office from anywhere in Hungary

**Language Requirement:** advanced/fluent **English and Advanced/fluent in**

Ukrainian / Romanian / Estonian / Spanish / Latvian / Czech/Slovakian / Russian / Italian / Slovenian / Polish / Portuguese / Dutch / Hebrew / French / German / Norwegian / Hungarian

**Working hours:** Part-time (4-5-6 hrs./day) or Full-time

To apply for this position please send your CV to [hungaryrecruiting@doterra.com](mailto:hungaryrecruiting@doterra.com)