

WeDoIT is one of Europe's leading companies for security hardware and software solutions as well as services in the field of encryption of digital transactions and post-quantum cryptography. In our business growth, we place more emphasis on the quality of project implementation than on rapid expansion. With over 30 years of experience, we are a trusted provider of modern security and telecommunications solutions that strengthen digital identity and security in the connected world.

CUSTOMER SERVICE (M/F/D)

We offer you the advantages of a globally successful, medium-sized company: Committed project teams and employees as well as a high level of personal responsibility and short decision-making paths.

TASKS

- International order processing from the customer's order to the delivery of goods
- Telephone customer support and advice on our products and solutions
- Assistance in the preparation of quotations for large tenders (RFP, RFQ, RFI)
- Customs Preparation / Export Clearance
- Preparation of all necessary export documents
- Support in day-to-day business
- Maintain customer data in our CRM and document customer interactions.

QUALIFICATIONS

- Completed commercial training
- Knowledge of the merchandise management system is an advantage
- Experience in customer service or a similar position is an advantage
- Success-oriented way of working and high level of commitment
- Very good knowledge of English and German
- Flexibility, good ability to work in a team and a service-oriented nature for cooperation
- Excellent communication skills and the ability to remain calm and professional even in demanding situations.
- Organizational skills and the ability to handle different tasks at the same time.
- Customer centricity and the desire to create positive customer experiences.

WHAT WE OFFER YOU

- A permanent position in an expanding, internationally oriented company
- Competitive salary package and benefits.
- Flexible Working Hours / Hybrid Mode
- Continuous training

- A good working atmosphere in a friendly and helpful team
- Local gym membership
- Company celebrations and events
- Free drinks
- Free parking
- Free or discounted food
- Additional vacation days
- Christmas bonus

Have we piqued your interest? If you have any questions, please do not hesitate to contact us.

CONTACT

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