

JOB DESCRIPTION – CUSTOMER SERVICE REPRESENTATIVE

Company Overview:

Amphenol Active Optics Products (AOP), part of the global Amphenol Corporation, is a leader in fiber optics transceivers manufacturing, serving industries such as Datacom, Super Computing, Military, and Aerospace. Our innovative solutions are developed and manufactured in Berlin, Germany, providing cutting-edge high-speed opto-electronic components to meet global data communication needs.

Role Overview:

We are seeking a dedicated and personable Customer Service Representative to join our team in Berlin. The successful candidate will play a crucial role in ensuring customer satisfaction by providing excellent service and support, addressing inquiries, and resolving issues efficiently. This position offers flexibility and can be performed locally in Berlin or as a hybrid role, combining remote and in-office work.

Key Responsibilities:

- Respond professionally to customer inquiries via phone, email, and chat.
- Provide accurate information regarding our products and services.
- Address and resolve customer issues and complaints in a timely manner.
- Maintain records of customer interactions and transactions.
- Collaborate with other departments to ensure comprehensive customer service.
- Process orders, forms, and applications.
- Follow up on customer interactions to ensure complete resolution and satisfaction.

Desired Skills and Qualifications:

- **Proactive problem solver with positive energy and eager to grow.**
- Customer-oriented mindset with strong problem-solving abilities (capacity to remain calm under pressure).
- Be ready to work with cutting edge technologies (AI, defense and aerospace).
- High school diploma or equivalent; additional qualifications in customer service or related fields are a plus.
- Proven experience in a customer service role.
- Good communication and interpersonal skills.
- Proficiency in computer systems and customer service software.
- English is a must, German is highly welcomed and other languages is a plus.
- Strong organizational skills and attention to detail.

Benefits:

- Competitive salary with performance-based incentives.
- Opportunity to work with international teams in a dynamic environment.
- Professional development and training opportunities.
- Comprehensive health and wellness benefits.
- Flexible working hours to promote a healthy work-life balance.
- Option for a hybrid work arrangement, incorporating both remote and office work.

Join us for a thrilling opportunity to innovate with a passionate team on the next generation of technologies.

To apply, send your CV to: jobs@amphenol-aop.com