

Turkey Jobs Expertini®

Customer Support Specialist (German speaker)

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Company: TransferGo

Location: Turkey

Category: other-general

TransferGo is a growing fintech scale-up on a mission to make the world a fairer place for migrants. We strive to provide tailored, more affordable financial services that make people's hard-earned money go further. Now in our 12th year, with over 370 employees in offices across Europe, we're crafting a brilliant, relevant product that makes a difference in people's lives and the well-being of their families.

We've come this far by building a talented, diverse workforce on a fair culture and our strong values. Having this strong team of employees, we can serve those who really need our product to make their lives better.

Our Customer Support Team:

We believe that our customers deserve the best, so even if they face any issue or just have a question, we're always ready to help. Currently, our team provides support in 9 languages and consists of more than 90 very dynamic, super-friendly, and passionate individuals.

At the moment we are looking for a highly motivated and bright **German speaker** to join our wonderful Customer Support Team. If you are a dynamic problem solver who enjoys communicating and helping others, and you're as passionate about positive customer experience as we are, you have to join us!

Here's what you'll be doing as Customer Support Specialist:

Ensure excellent customer experience

Deal effectively with inbound and outbound phone calls

Deal effectively with emails, live chat and offline tasks

Communicate with customers regarding additional documents

Adhere to compliance requirements

Requirements:

Excellent verbal, written & listening skills in German & Turkish, English

Passion for excellent customer experience

Ability to master customer interactions, handle complaints and keep calm in stressful situations

Ability to multi-task and take responsibility & ownership in challenging situations

Strong attention to detail

Ability to work effectively in a team: a friendly, empathic and solution-oriented person

Flexibility to work in different shifts, according to business needs

Please send your resume in English language.

What we believe

At TransferGo , we know that recognition is about more than just money, and we've fostered a culture of kudos to shine a light on the great work throughout the business, and the people making it all happen. We hold regular in person events to connect with each other and help all our TransferNauts to grow with a generous training allowance. We believe that empowering people makes for a happier and more effective workforce. This means we enable anyone who wants to pursue initiatives that deliver real value for our migrant customers.

What we offer:

Be part of building a meaningful product in a growing fintech scale-up;

A competitive rewards package;

Generous holiday allowance (based on tenure);

Competitive healthcare insurance / wellbeing package (based on your location);

An annual training budget of €1,000 to spend on your growth;

We truly embrace flexibility and our people work from a variety of places (office, hybrid and

remote, you can find it all here);

If you are near one of our offices, we are a pet-friendly company and we enjoy regular opportunities to connect in person (we truly value in person connection on a regular basis and celebrate in style).

At TransferGo, we are committed to the equal treatment of all current and prospective employees. We will not tolerate discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, marriage, civil partnership or any other protected category. We are proud of our diverse and inclusive culture and we strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join TransferGo. We look forward to meeting you!

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