



## French-speaking Customer Support Team Member (m/f/d)

### French-speaking Customer Support Team Member (m/f/d)|Full-time|Limited

Learnship Networks GmbH is headquartered in Cologne, Germany. We are the first European-wide internet language school specializing in live online instruction for business clients, connecting students and teachers from all over the world by video-conference in an interactive online classroom. Our teachers all receive tailor-made induction training, are located across the world and are able to teach from the convenience of their homes.

### Your responsibilities

- Customer Support (via phone / video conference / email) in different languages for end-customers from all over the world
- Organization and scheduling of language training courses with the participants and language trainers
- Introduction to our virtual classroom in French and English, if applicable also in other languages
- First Level IT Support
- Communication and collaboration with other internal departments to ensure a smooth course organization and high customer satisfaction
- Administration, documentation

### Our ideal candidate

- Native-level fluency in French and very good English skills, other language skills are a plus
- Educational background in languages, pedagogy, tourism, business or a similar field
- Ideally has first work experience in customer service / support, outbound calling, administration or project management
- A good level of comfort with technology and MS Office
- Excellent communication skills, highly organized and structured working style

- Is energetic, highly-motivated and likes working in a multicultural team
- Is able to balance multiple tasks and priorities flexibly and exudes professionalism and competence

## **We offer**

- A nice working atmosphere with room for your own development
- The chance to actively contribute to our successfully and rapidly growing, international company
- Four weeks of onboarding with our team mentors as well as individual trainings
- The possibility to use your language skills on a daily basis
- Working with our innovative, future-oriented product
- An international team that enjoys challenges with flat hierarchies
- Perks like fresh fruit and soft drinks as well as company events
- Benefits for regional activities with cooperation partners in the Cologne - Bonn area
- The opportunity to start a career in Germany

## **We are looking forward to your application!**

Please [upload your application](#) here. We will contact you as soon as possible.

If you have any questions, please contact Ms. Lisa Panzerbieter via [apply@learnship.com](mailto:apply@learnship.com).



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