



Chamberlain Group is a global leader in automation, offering the brands LiftMaster and Chamberlain, found in millions of homes, businesses, and communities worldwide. The European division and subsidiary of Chamberlain is Chamberlain GmbH.

Technical Customer Service Representative (m/f/d)

Do you have an interest in technology, automation, motorization, or electrical engineering, and enjoy working with customers? We want to hear from you. Whether you are a career changer or already have experience in customer support, as a Technical Customer Service Representative (m/f/d) you will assist our customers with technical inquiries. Exciting tasks await you in our international team.

Primary tasks

- Provide customers with specialized technical assistance in the installation and support for Chamberlain Group Product lines, which include both private end users and professional customers.
- Technical customer support via email, phone, social media, chat, or online portals
- Proactively learns key technical concepts and applies them to customer problems, understands where to seek support within company if unknown solution
- Technical customer complaint tracking and management to resolution, documenting a solution in each instance
- Proactive and continuous improvement of customer technical issue tracking, so that leading themes can be addressed via FAQ, content, or helpful videos.

Secondary tasks

- Regularly meets with the Quality Management and Product Management to share reoccurring themes and issues, so that they can deal with manufacturing to remove future customer friction points
- Contributes to the creation and upkeep of digital documentation, including FAQ's and knowledge base articles
- When appropriate, and as a backup to customer service, processes orders and service requests

Your Qualification:

- Behaviors:
 - Experience and enjoyment in communicating with customers; candidates with a technical background are also welcome as career changers
 - Comfortable speaking to customers: Excellent and proactive communication skills with a strong customer-oriented mindset
 - Curious and passionate technical interest and understanding
 - Ability to explain problems and solutions clearly and didactically
- Languages: Good to very good command of **German and English**; knowledge of an additional foreign language (Dutch, Spanish, or French) would be a plus

Your benefits:

- Work in a hard-working, international and friendly team
- Attractive total compensation package
- Interesting and varied work environment with flat hierarchies
- Attractive Monday-Friday working hours (8:00 a.m.-5:00 p.m.) with flexible scheduling and mobile work