

Am Bodensee in der Schweiz arbeiten und die Luftqualität weltweit verbessern.

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IQAir AG is a worldwide leader in the field of clean air technology. We help people lead longer, healthier lives by protecting them from air pollution and allergens at home and at work. At our Swiss Technology Center we develop and manufacture advanced air cleaning systems for indoor spaces. Our customers are governmental agencies, schools, medical facilities, Fortune 500 companies, embassies and health conscious individuals in over 70 countries.

For our customer service department, we are looking for a

Global Customer Service Specialist (m/f/d)

Role Summary

As a Global Customer Service Specialist, you provide pre- and post-sales assistance to our customers of air quality monitoring products and services

Your Tasks

- Respond to pre- and post-sales inquiries from consumers from around the world
- Respond to online marketplace questions and feedback regarding our products
- Bring feature requests to the attention of our product development team
- Create weekly reports on customer inquiries, responses and feedback
- Maintain the first-level support knowledge base
- Examine trends and initiate improvements in customer service structures and processes

Our Requirements

- Passion to provide world-class customer service
- Excellent communication and interpersonal skills
- Good verbal and written skills in English and German, additional languages helpful
- Strong problem-solving skills and business sense

- Interest in advanced connected products (IoT, connected home, BMS, etc.)
- Previous work in eCommerce is a plus

Our Offer

- An exciting position in a globally active technology company
- Regular collaboration with colleagues in California, Beijing and Germany
- Flat hierarchies and short decision-making processes
- Support best-of-class products that help make the world a better place

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Diese Stelle besetzen wir ohne Unterstützung von Personaldienstleistern