

17 October 2024

## **Job Posting: Customer Care Specialist (m/f/d) in Berlin (Fulltime/Parttime)**

At Lexxion we are proud to serve as a specialist publisher for all stakeholders within the European Union. Based in Berlin, we offer legal journals, books, conferences and professional training in areas such as European Public Procurement, State aid and European food law.

We are looking for a **Customer Care Specialist** (m/f/d). Our aim is to fill this newly created position as soon as possible.

### **YOUR MAIN TASKS**

- Be the first point of contact with existing and potential customers, to make sure their professional training and learning needs are met by Lexxion's products (events and publications).
- Call customers to inquire about their training needs, but also to talk about topics that are relevant for the other departments, such as the conference or marketing department.
- Will be mainly in contact with high-level legal professionals from all over the European Union to ensure that their training needs are met.
- The position will involve sales, but the most important aspect is to help us understand our customers' needs, be in contact with them and provide us with important information so that we can create the best (tailor-made) products for them.
- You'll spend most of your time on the phone calling our network.
- Work closely with the events, marketing and database team to make sure that we can provide the best experience possible to our clients and can engage actively with our target audience.
- Help us define a new position in the company.
- Work independently with the database and cooperate closely with the database team.

### **OUR REQUIREMENTS**

- Previous experience in working over the telephone, such as customer service or technical support.
- Excellent interpersonal skills, and affinity to communicating with people, including over the telephone.
- Preferably a higher education and a basic understanding of the European Union and its institutions.
- Comfortable interacting with high-level professionals.
- Ability to quickly recognize important information during a conversation, inquire and follow up on it.
- Excellent written and spoken English, fluency in German is a bonus but not a must.

### **OUR OFFER**

- Opportunity to bring in your own ideas to help us build and define a new department, whose job it is to make sure we have a direct line to our customers.
- Supportive professional environment with a flat hierarchy which fosters self-initiative and provides the freedom to transform ideas into reality.
- 2-year fixed contract with potential for permanent employment in Berlin, Germany.
- Competitive salary aligned with the applicant's experience and qualifications.
- Fulltime or parttime – the choice is yours. We are looking for the right person for the position, and can adapt the number of working hours to the preference of the candidate (at least 24 hours per week).
- Deutschlandticket (Public transport pass across Germany), welcoming office and international team.

## INTERVIEW PROCESS

1. Introduction Chat (30 min; via MS Teams)
  - Participants: Björn von Winterfeld (Conference Manager & Team Coordinator).
  - Objective: Introduce Lexxion, discuss the position and team; share your experience, interest in and qualification for the position; share your preferred start date; address questions about the role and the company.
2. Test Assignment (30 min; remote; unpaid)
  - Participants: Björn von Winterfeld and Ritva Itkonen-Dolic (Marketing Manager)
  - Objective: Demonstrate your ability to do a customer call.
3. Test Assignment Q&A, Line Manager and CEO Interview (1 hour; in person at Lexxion's office in Berlin-Wilmersdorf)
  - Participants: Björn von Winterfeld, Chiara Gabelotto (Database Manager) and August Andreae (Managing Director)
  - Objective: Give and receive feedback on your test assignment ; discuss your qualifications, motivation, professional goals and fit with the company culture; talk in more depth about the position, the immediate and extended team you will be collaborating with; explore your management and interpersonal skills; discuss your preferred start date; possibly meet some of the team members in the different departments you will be working with.
4. Offer Talk
  - Participant: August Andreae
  - Objective: Discuss the exact offer; agree on start date and salary; clarify the onboarding process.

## INTERESTED?

Please send your CV to Björn von Winterfeld, Conference Manager & Team Coordinator:

<https://join.com/companies/lexxion-publisher/12696619>.

If you have any questions, please contact Björn von Winterfeld at [vonwinterfeld@lexxion.eu](mailto:vonwinterfeld@lexxion.eu)