

## CUSTOMER SERVICE REPRESENTATIVE

NÜWIEL is a Hamburg based start-up developing electric transportation solutions for last mile logistics. NÜWIEL was founded in 2016 with a vision to improve air quality in cities and reduce the negative impact of traffic emissions on the environment and public health by providing a sustainable mobility: electric trailer (eTrailer) for bikes.

By 2030 eTrailers will be saving 64M tons of the CO2 emissions per year

We are a diverse, dynamic and growing team. We are looking for a talented, highly motivated **Customer Service Representative for After Sales** to support customers with the questions related to the regular maintenance, repairs and spare part management to ensure high satisfaction with after-sales services.

### YOUR MISSION:

- Professional customer service
- Coordination of internal departments to ensure optimal order processing
- Creation of quotation data, workshop orders and invoices
- Ensuring and developing customer satisfaction management
- Participation in the further development and optimization of processes
- Collaboration or management of projects
- Logistical processing of orders and warranty

### YOU BRING:

- Finished studies (Ausbildung, Bachelor, Master) in mechanics, electronics or Wirtschaftsingenieurwesen is an advantage
- Experience in customer service, technical support and warranty claim is an advantage
- Fluency in German and English is a must
- Residence in Germany
- Good technical understanding and willingness to learn
- An independent and responsible approach to work
- Hands-on mentality
- Good communication skills
- Motivation, flexibility, and openness to work in a startup environment

### WE OFFER:

- Immense learning and high level of responsibility / trust from day one
- Dynamic startup environment and growing international team
- Brand new modern office and final assembly line in the center of Hamburg

**SOUNDS INTERESTING?** Please send your CV and relevant documents to [we@nuwiel.de](mailto:we@nuwiel.de)