

Customer Service Representatives

Portuguese (Brazilian), Spanish, English and German

Company: RapidEye AG
Department: Customer Service
Location: City of Brandenburg, vicinity of Berlin, Germany
Date Posted: July 2010

If there were a way to use satellite technology to find you, we would do so. If you are an entrepreneurial, interdisciplinary-minded individual who would love to work at a fast-growing company in an international team, read on! We are building an exciting new service team and are looking for a select group of outstanding people.

Background:

RapidEye AG is a provider of geospatial management information and solutions, customized to the needs of clients in the Agriculture, Forestry, Power & Communication, Environmental and Governmental markets. As its main data source, RapidEye operates a constellation of five identical high-resolution Earth observation satellites capable of imaging any point on Earth every day. Combining the knowledge and skills of our professional staff with the unique features of our satellite constellation and ground processing facility, we are the only provider who can supply the most up-to-date, customized information to clients around the world.

As a fast-growing service and customer-oriented company, RapidEye is seeking highly qualified, proactive and reliable team players working from our headquarters in Brandenburg an der Havel, Germany, to fill positions as Customer Service Representatives for the languages **Portuguese (Brazilian), Spanish, English**.

Are you...

- An experienced remote sensing specialist, a geodesist, a geographer or working in similar position with experiences in customer service or sales?
- Able to give other good reasons that will convince us you are an ideal candidate?

If you can answer all questions with “yes”, then read on. We are seeking people to fulfill challenging roles within customer service, partner management and e-commerce.

Responsibilities:

- Trace and manage orders through the internal production process
- Effectively communicate with customers and business partners to insure overall customer satisfaction
- Track communication within the CRM system
- Administration & management of business partners and resellers
- Administration & management of the e-commerce platform
- Support clients and partners in various technical and administrative cases
- Resolve customer and/or project-related issues independently or in cooperation with other departments
- B2B telemarketing of products and services which require explanation
- Support various projects related to customer service

Requirements:

- University degree or vocational education
- Experience with GIS systems, image processing software, system administration CRM systems, helpdesk systems or Linux (Unix) systems. Combinations are a plus.
- Knowledge in one of the following fields is desired: remote sensing, geography, cartography, earth science, forestry or agriculture
- Native-level fluency in **ONE** of the following languages: Brazilian/Portuguese, English or Spanish. Combinations and other languages are a plus
- Fluent in written and spoken English (company language!)
- Some German helpful for living in or around Brandenburg
- Prepared to perform shift work and on - call duty

Skills:

- Strong interpersonal, organizational, communication and comprehension skills
- Must be a flexible self-starter with the ability to prioritize
- Ability to exercise considerable judgment and discretion in handling cases
- Analytical and yet a creative team-player
- Strong sense of international etiquette and professionalism
- Excellent command of verbal and written English

Compensation:

We offer an attractive compensation package with strong emphasis on success-driven elements, rewarding both individual performance and the long-term success of the company. RapidEye is an equal opportunity employer.

Contact:

If you think you can contribute to the overall success of our company, please send us your electronic application with a CV and cover letter in English or contact us directly at:

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We look forward to hearing from you soon!