

Customer Service Consultant DACH & International - Make the World Healthier – Join Our Team!

Imagine working at Virtuagym, a leading SaaS company in the digital health and fitness sector. Our goal? To make the world healthier and happier. As we are growing in the DACH market, we are always on the look out for new talent to join our CS DACH Team!

This is a remote position in Spain, where you will be working for our Amsterdam office. You will be hired remotely through the Spanish entity of our global employment partner.

Your Job

As a Customer Service Consultant DACH & International, you are the hero for our German-speaking customers and also support international markets. You use your language skills and tools to provide excellent support and ensure customer satisfaction.

Your Mission

- Supporting customers via phone and email
- Collaborating with the product department to solve issues
- Building and maintaining strong customer relationships
- Finding creative solutions to customer problems
- Upselling and cross-selling to maximize customer lifetime value
- Handling cancellation risks and payment-related issues
- Contributing to process improvements through your feedback

Job requirements

What You Bring To The Team

- Technical understanding and logical thinking
- Problem-solving skills and attention to detail
- Excellent German and good English skills
- Positive attitude and adaptability
- Experience in SaaS/software support

Here's why you should join Virtuagym!

Benefits:

- Remote working from Spain, where you will be working for our office based in Amsterdam, the Netherlands;
- 23 paid vacation days per year (based on a full-time contract);
- We provide your home office set-up and hardware;
- The Virtuagym Health Program: access to video-on-demand workouts and meditation through the VG platform and company-wide health & fitness challenges;
- Work from abroad (within Europe) for up to 12 weeks a year with a maximum of 4 consecutive weeks;
- Unlimited access to on-demand coaching with psychologists via chat, phone, or video call through the platform OpenUp.

About Virtuagym

Virtuagym is a rapidly growing innovator in the health and fitness sector with a strong vision. Our international team in Amsterdam and Medellin passionately works to make the world a better place.

Ready to Change the World?

Apply now and join a dynamic and friendly team. Apply via our job portal and we will get back to you within 10 days.