

Customer Care Consultant

[Routee](#) is an intelligent CPaaS platform, developed by AMD Telecom, a leading telecommunications company that brings automated workflows and communication technologies to corporations, retail businesses and the services industry around the world.

With offices in 12 countries and an online presence in more than 200 markets, [Routee](#) is employing more than 100 software and communication specialists in developing products that connect, engage and sell.

As a powerful tool that segments customer data and personalizes communications, [Routee](#) has managed to capture a large share of the market, while becoming a trusted partner for some of the most renowned Fortune 500 companies, such as Microsoft and Uber.

Routee is the managing platform of choice for businesses seeking to control every detail of their communications strategy, offering a versatile and user-friendly API that can transform any business into a potential marketing powerhouse.

We, at [Routee](#), have been at the forefront of communication technologies for over two decades, helping your business spread its mission and message to the world. We cannot wait to show you all the innovative ideas and solutions we have in store for the future.

Visit [Routee.net](#) to find out more about our company, your trusted communications partner.

Due to the continuous growth of our company and our great plans for moving forward, we are looking for an excellent, self-driven **Customer Care Consultant** to join our international team!

Job Summary:

As a **Customer Care Consultant**, you will be an active part of our newly developed After Sales team that provides consultancy to our existing customers. This is a full-time position, based in our Head Offices in Thessaloniki.

In this role, you are responsible for advising, instructing, supporting and training our customers in the use of Routee platform and our new products for digital marketing

best practices and optimization of their campaigns. You will build expertise in marketing, eCommerce, and account relationship management. If you are a creative individual who is willing to go beyond the call of duty to provide excellent service to customers, then you are a great fit for this opportunity!

Responsibilities:

- Contact existing inactive customers to investigate the reason of non activity
- Demonstrating our products/platform features and train the customers
- Contact existing active customers to achieve up-selling and cross-selling of our wide range of products
- Offer support for campaigns that do not have expected results to demonstrate the potential of our platform/product
- Send emails to present new services - products to our customers
- Achieve increase of current revenue and improve customer experience with our customers
- Act proactively to meet deadlines and going the extra mile if needed
- Ensure compliance with company's policies/procedures
- CRM administration
- Contract preparation and quotes for our customers
- Responsible for client's add-on services

Required Qualifications:

- The ideal candidate should have 2-3 years' experience in Account Management or Sales, preferably within a software or SaaS company
- Experience with digital marketing solutions or e-commerce would be considered an asset
- Experience with sales techniques
- Studies in Marketing or Digital Marketing
- Energetic personality with confidence on customer facing context
- Ability to understand technology and feel comfortable to communicate to others
- Strong organizational skills, self-motivated and able to work without supervision
- Excellent verbal and written communication skills (Greek and English language)

- Ability to work well in an extremely fast-paced, changing, and high growth environment is essential
- Team player, able to collaborate with colleagues in various departments and work under pressure.

Benefits:

- A learning culture with individualized development plans that focus on personal and professional growth
- Opportunity to work for one of the fastest-growing start-ups that is expanding internationally
- Training on Facebook, Pinterest and Google campaigns
- A fun and fast-paced environment with the best people
- Private Insurance
- Competitive salary
- Paid vacation days
- Constant extensive Training and seminars on subjects related to the job position, financed by the company.

Notice:

All applications are considered as strictly confidential. As an equal opportunity employer, we do not discriminate in hiring or terms and conditions of employment because of an individual's race, ancestry, color, place of origin, religion, gender, gender identity, national origin, citizenship, age, disability, sexual orientation, family status or marital status, or any other protected category recognized by provincial or federal laws.

Extra Info:

- Location: Athens or Thessaloniki
- Contact email: iozyberi@amdtelecom.net