



As Senior Complaint Specialist EN/ DE (all genders), you will mediate difficult situations between buyers and sellers and work to find a satisfying solution for both parties. As part of our international team, you'll help guarantee smooth payment processing via our Trusted Checkout service. Your ideas will also contribute to the ongoing improvement of Chrono24.

SENIOR COMPLAINT MANAGER EN / DE (ALL GENDERS)

Location: **Karlsruhe** Type of Job: **Full-time employee** Entry Date: **immediately**

[APPLY NOW](#)

What you can expect

- Help users from around the world as a member of our international mediation & transactions team.
- Maintain a clear overview in challenging situations and find satisfactory, impartial solutions for our buyers and sellers.
- Guide transactions through the Chrono24 Trusted Checkout process, a payment method offered on our platform, and help guarantee smooth transactions.
- Answer incoming inquiries using a ticketing system and on the phone.
- Center your work around the customer experience.
- Support the product management team in adjusting our processes to meet users'

What sets you apart

- You will be resolving our most intricate customer service inquiries, applying your expertise to maintain and enhance our renowned customer satisfaction.
- Watches are your passion: You have a solid knowledge of watches, and you're eager to continually expand this knowledge and share it with others.
- You thrive in the most challenging scenarios and bring a specialty in managing and defusing complex complaints
- Your role will not only involve direct problem-solving but also strategic oversight, ensuring that our complaint resolution procedures align with Chrono24's global standards and

needs.

- Bring constructive ideas and suggestions to the table about how we can optimize our internal processes.

customer-first philosophy.

- You have a strong command of English and German, both written and spoken. Any other language is a plus.
- You are proficient with the standard Office programs and are quick to learn new systems.
- You demonstrate a high degree of self-management while delivering impactful results.

What we offer



30 paid
vacation days



Modern office
spaces



Permanent
contract



Extra family leave
and childcare
allowance



Free lunch



Transportation
benefit



Up to
60 % remote



Work from EU
countries
20 days / year

Diversity at Chrono24: We believe there's strength in diversity.

Diversity is at the core of our business culture. We firmly believe that diversity leads to a culture of tolerance and understanding. Each individual's unique experiences enrich our team and contribute to our success, which is why we never ask you to be anything but yourself.

You are YOU, and that's how it should be.

Your application will be handled by

Marie Gölz

+49 721 96693-798

APPLY NOW



Headquarter in Germany:
Chrono24 GmbH
Haid-und-Neu-Str. 18
76131 Karlsruhe
Deutschland

