

# dōTERRA™ | EUROPE

**Job Title:** Contact Center Representative

**Department:** Member Services

**Reports to:** Contact Center Lead Advisor

**Location:** Budapest, Hungary

**Language Requirement:** advanced/fluent English along with **fluent/native** Estonian

**Job Description:**

Provide the highest level of customer service to our customers and Wellness Advocates through phone, chat, email, and/or other contact types.

**Job Responsibilities:**

- Handle inbound customer contacts including but not limited to phone, chat, and email, with the highest level of customer service.
- Respond promptly with correct grammar and punctuation in verbal and written communications
- Use resources to answer questions and resolve concerns promptly and courteously
- Follow-up on customer service issues
- Capture customer feedback
- Identify and track/code contact types
- Attend necessary trainings
- Upsell and inform customers about promotions and products
- Help with special projects as needed
- Adhere to schedule and meet other department performance standards
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential job functions
  - This position operates in an office environment that may include exposure to stationary positions and computer blue light for extended periods of time
  - Ability to work under pressure, including during peak season

**Job Qualifications:**

- Excellent communication skills
- Strong typing and computer abilities
- Knowledge of proper grammar, punctuation, and impressive spelling
- Organized and detail oriented
- Ability to follow instructions, policies, and procedures
- Works well with others
- Proactive while assisting others

- Ability to read, write, record, receive, and send communications effectively and professionally
- Passionate about good customer service
- Previous customer service experience, preferred
- Desire to move up and grow with dōTERRA, preferred
- Ability to apply empathy in difficult situations

**To apply for this position please send your CV to [hungaryrecruiting@doterra.com](mailto:hungaryrecruiting@doterra.com) along with your preferred salary, possible start date, and what position you are applying for.**