

Customer Service Specialist (Multilingual) 80%-100%

A customer-focused professional with outstanding language skills

At **Lyra Switzerland GmbH**, we believe that people thrive when they have the right support. As a leading provider of **Employee Assistance Programs (EAP)**, we help employees, managers, and organizations navigate life's challenges with confidence and care.

Our multilingual Support Center in Wallisellen provides 24/7 services across Switzerland, France, Germany, Luxembourg, Italy, and Austria in four languages. In addition to psychological counseling, our services include leadership support, legal and social guidance, executive coaching, workshops, seminars, and critical incident response.

As our valued colleague prepares for a well-deserved retirement, we are looking for a dedicated successor to join our team.

Your Opportunity

This is a dynamic and highly varied role where you'll become an essential link between our Sales, Account Management, and Customer Service teams. If you enjoy staying organized, building strong customer relationships, and making things happen behind the scenes, we'd love to hear from you.

What you'll do

- Provide administrative support to our Sales and Account Managers.
- Serve as the primary contact for a portfolio of small and medium-sized business clients in Switzerland.
- Prepare customer usage statistics and management reports.
- Contribute to various projects, like automated reporting and online reporting solutions.
- Manage incoming B2B calls through our main phone line and respond to Live Chat inquiries.
- Help organize and continuously improve our commercial back-office processes.

What you'll bring

- Exceptional organizational skills and a genuine passion for delivering outstanding customer service.
- A positive, approachable, and collaborative personality with the ability to manage multiple priorities while maintaining a clear overview.
- A detail-oriented working style combined with a commitment to quality and a creative, solution-focused mindset.
- Excellent written and spoken communication skills in German, English, and Italian are essential for this role. Knowledge of French is a strong advantage.
- A commercial/business administration qualification and several years of experience in a similar customer service or sales support role.

Most importantly, you're someone who enjoys learning, embraces continuous professional growth, and takes pride in contributing to a supportive team environment.

What we offer

At Lyra, you'll become part of a welcoming, collaborative team where your work truly makes a difference in people's lives. We offer a meaningful role in an international environment, modern working conditions, and the flexibility to work partly from home.

And because we know that wellbeing comes in many forms, well-behaved and friendly dogs are warmly welcome in our office.