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Bilingual Customer Service Consultant

(French, German or Korean)

Work from Home!!!

Be creative. Take risks. Do what’s right. Stay focused on customers. That’s the vision that sets Gap Inc. apart from the very beginning. We do more than sell clothes. We’re a brand with a heart, a culture of family. We value people who lean in, take initiative, and feel empowered. **Are you ready for a Bright career move?**

Gap Inc. is a leading global specialty retailer with six brands – Gap, Banana Republic, Old Navy, Piperlime, Athleta and INTERMIX – more than 3,500 stores and almost 134,000 employees. Our products are available for purchase in more than 90 countries worldwide through 3,100 company-operated stores, over 350 franchise stores and e-commence websites. For more information, please visit gapinc.com/careers.

We are seeking passionate, service-oriented Bilingual Customer Service Consultants to:

* Demonstrate exemplary customer service skills over the phone in every interaction.
* Ensure timely, one-call resolution with customers.
* Effectively de-escalate customer issues using empathy and conflict resolution skills.
* Utilize effective time management and prioritization skills.
* Work independently in a virtual and remote team environment with little supervision.

Required Qualifications:

* **Must be fluent in English and speaking, reading and writing in any of the languages listed; French, German or Korean.**
* Strong PC skills including internet and windows-based applications.
* Ability to adapt to changes with technology; hardware, software, upgrades, application updates, etc.
* Strong verbal and written communication skills including de-escalation skills.
* Knowledge to self-diagnose basic connectivity issues and seek technical assistance as needed.

Minimum Education & Experience:

* High School Diploma or GED equivalent.
* Minimum 6 months of customer service experience.
* Previous Call Center and remote agent experience preferred.

Home Office Requirements:

* Dedicated workspace void of noise, distractions and interruptions.
* High speed internet access.
* Ergonomically sound workplace (desk, chair, lighting, etc.)

***To apply, please visit*** [***www.gapinc.com/careers***](http://www.gapinc.com/careers) ***- Job Requisition # 146730***

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