



## CUSTOMER SERVICE REPRESENTATIVE (ENGLISH AND DUTCH OR SWEDISH OR GERMAN) — JOB BASED IN OSTRAVA, START DATE 1/3/2015

### RESPONSIBILITIES:

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- Works as an advocate for the Clients and handles their requests
- Creates tickets in the system with the reported failures, checks and processes the requests
- Interacts with internal employees in order to verify, resolve and deliver the customers' requests
- Updating and correcting the information in the database
- Provides information to customers on the progress of the requests
- Arranges escalation in case of delays

### REQUIREMENTS:

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- Minimum secondary education
- Fluency in English and Dutch (or Swedish or German) at B2+ / C1 level, both spoken and written
- Excellent communication skills with strong focus on clients
- Problem solving personality and "can-do" attitude
- Reliability and attention to detail
- Advanced PC skills

### WE OFFER:

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- International environment and daily communication in foreign language
- Extensive training and further career development
- Challenging and friendly environment
- Employee benefits (language courses, meal vouchers, 5 weeks annual holiday, special offers at a travel agent, pension contribution, etc.)

For more information do not hesitate to contact me: [petra.karlachova@goodcall.eu](mailto:petra.karlachova@goodcall.eu)