

Explore Your Opportunities

Do you want to work for a company that is changing the nature of business by transforming business connections into smart cloud-based collaboration? We do this by delivering an unsurpassed experience to our customers, buyer and sellers, and we are looking for a team member to help take customer experience on the Ariba Network to the next level.

Global commerce today requires much more than scanning or faxing key documents such as purchase orders, invoices, and payment remittance. For better commerce, you must establish realtime electronic collaboration with your entire supply base on a global level, so you can dramatically compress the invoice and payment processing cycle, comply with contracts and regulations, achieve working capital breakthroughs that lower supply chain risk, and more. But few organizations can effectively target and onboard thousands of global suppliers. Ariba has this expertise, with outsource-service capabilities and self-service tools to automate the enablement process for any supplier anywhere in the world. We can help you match your vendors to existing Ariba Network suppliers and onboard new suppliers, or provide tools for you to manage the process on your own.

Customer Support Specialist (English&Ger/Dutch/Swe/Chinese)

Job Overview:

The Customer Support Specialist is the face and voice of Ariba to our customers, building relationships in each interaction. Specialists help our customers maximize the benefits of Ariba solutions to facilitate a global exchange of goods and services in the world's largest business to business trading community. They use their expertise and collaborate with team members and customers across the globe to provide detailed solutions that exceed expectations.

Duties and Responsibilities:

- Provides inbound application and functional support for all relevant Ariba applications, both internally and externally, by way of email, chat, web-form and phone.
- Resolves 80% of issues without escalation.
- Respond to customer inquiries in a timely manner and within service level objectives.
- Successfully documents all requests through the CRM system while adhering to all documented procedures.
- Provides general assistance to other teams within Global Customer Support and Ariba.
- Conducts all customer interactions in a manner that presents Ariba in a positive light. Specialists are required to be respectful, fair, gracious and knowledgeable and to uphold the core values established by Ariba.
- Ensures that individual performance meets or exceeds the department standards.
- All other duties as assigned.

Requirements:

- Technical aptitude. Knowledge in computer hardware and software applications along with experience using the Internet.
- Minimum of 1 year work experience preferred.
- Fluency in English and either German, Dutch, Swedish, French, Italian or Chinese
- Customer focus and stress tolerance.
- Superior communication and telephone skills.
- Friendly presence and helpful attitude; good interpersonal skills and ability to work well with others.
- Strong troubleshooting and problem-solving skills.
- Ability to adapt support style to align with the technical capabilities of the customer.
- Previous customer service experience strongly desired.
- Experience or education in working with individuals from diverse cultures preferred.
- Bachelor's degree or Technical school degree preferred.

Notes:

If you are interested in this position and you fulfill the requirements please send your CV in English to us using the reply form.

Due to the high volume of applications we now receive for each job it is often only possible to contact you if you have been shortlisted for interview.

Thank you for understanding.

Contact:

Ariba Czech s.r.o.

[Matej Lenárth](#)

Radlická 3201 / 14

150 00 Praha

Česká republika