

### **CSR with Dutch**

There would be a regular trial period of 3 months and then they'd offer a permanent contract. The salary during the trial period would be 27k CZK gross and then once you passed the period it would be increased to 30k CZK gross per month. The additional benefits would be meal vouchers, 5 weeks of paid holidays, relocation allowance, Multisport card, language courses, Team building activities, career development opportunities (Trainer, Team Lead, etc), a truly international working environment and a high focus on quality service. I believe they can offer you one of the best Customer Service role in Brno both in terms of environment and conditions.

### **Job description:**

*We are number one name in online recruitment. With close to 5,000 employees in three dozen countries, industry-leading products and services, a global brand and unparalleled international reach, our company is the preeminent destination for career and life management.*

*Our company has revolutionized the way people look for jobs and employers look for people. We are passionate about our mission: Bringing people together to advance their lives. Our explosive growth reflects the kind of people who work here: Forward thinking professionals from all industries who offer fresh ideas and share the passion for excellence.*

*As a Customer Service Representative you will be completing tasks in effective ways applying company policies and procedures to resolve a variety of queries. By demonstrating a customer service excellence mentality and utilising a pro-active approach to communication with both our internal and external customers, you will strive to fulfill our customers' aspirations and help them in utilizing purchased our products, as well as driving traffic to their advertised positions on our website.*

*Our goal is to provide our customers with a world class customer service, served daily. Let's achieve this together.*

### **Essential Functions:**

*Respond professionally to customer enquiries via email, phone & chat.  
Always be willing to go the extra mile to exceed customer expectations.  
Conduct customer training sessions to help our customers exercise their products.  
Analyse and provide technical troubleshooting where necessary.  
Participation with adhoc projects and site testing.*

### **Job Requirements:**

*Fluent Dutch and good English language skills.  
Excellent communication skills.  
Previous customer service experience, preferably in a call centre.  
Computer literacy with the ability to learn customer service software applications.  
Technical troubleshooting skills an advantage.  
Customer and detail oriented.  
Strong team player.  
Ability to multi task.*

### **What we offer:**

*International and multicultural working environment in a shared service centre.  
A 25 day vacation package.  
Competitive salary.  
Job related continuous training.  
Relocation assistance.*

*Company benefits; including life insurance, health care program, language courses, food vouchers, discounted gym membership.*  
*Career progression opportunities.*