



CUSTOMER SERVICE REPRESENTATIVE WITH ENGLISH & GERMAN OR DUTCH OR ITALIAN OR FRENCH (PRAGUE OR OSTRAVA)

RESPONSIBILITIES:

- 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:

- Minimum secondary education
- Fluency in English and German or French or Dutch or Italian language, both spoken and written at a B2+/C1 level
- 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:

- International environment and daily communication in foreign language
- Extensive training and further career development
- Challenging and friendly environment
- Employee benefits

Kontakt:

Pro veškeré informace prosím pište na petra.karlachova@goodcall.eu.