



SEE MORE. DO MORE.

WE DON'T FOLLOW INNOVATION, WE LEAD IT.
JOIN ZEBRA AND INNOVATE YOUR CAREER PATH.

SEE MORE. DO MORE. **ACHIEVE MORE.**

THIS IS A GREAT OPPORTUNITY FOR FRESH GRADUATES THAT WANT TO INCREASE THEIR VALUE ON LABOR MARKET!

Do you want to speak English and Dutch on daily basis?
Do you want to become a part of a strong international company?
Do you want to get a valuable experience from a fast paced working environment?

REPAIR ORDER COORDINATOR

General responsibilities are to manage repair order (via email, fax, phone) and to manage problem cases from beginning to end.

What are the main duties?

- Provide non-tech support in a responsible and professional manner.
- Responsible for all communications regarding non-tech support and Return Material Authorisations (RMA) (i.e. fax, written, e-mail, and voice messages) into the service management systems.
- Evaluate calls and e-mails received into the Admin RMA mailbox, determine customer needs and handle or escalate accordingly on a daily basis.
- Handling all RMA questions and exceptions, including however not limited to: managing Customer master data, Logistics issues with RMA's, portal account requests and resending repair quotes.
- Verify changes (e.g. address, email) for customers place records in the system and take appropriate action.
- Provide input to management on any customer satisfaction issues.

What should you know?

- Advanced level of Dutch
- Upper-intermediate level of English
- Knowledge of MS Office products (Excel and Word)
- Detail oriented personality
- Eagerness and desire to learn
- Good communication and organizational skills
- Ability to work in a team (team player)

What are we offering?

- Full time contract for indefinite period
- Working location: Brno
- A friendly and collaborative work environment
- A dynamic and growing company
- Set of benefits (5 weeks vacation, contribution to lunch and sport activities, pension insurance etc.)
- Starting date upon agreement (ideally April – June 2015)

ZEBRA TECHNOLOGIES

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