Client Support Representative I with Dutch

Location: Czech Republic-Prague
Functional Area: Customer Support Department: Global Services-Implementation EMEA
Position Type: International Full Time Education Required: Bachelors Degree
Experience Required: Less than 1 year Relocation Provided: No

Position Description
Concur, a part of SAP, offers cloud-based services that make it simple to manage travel and expenses. By connecting data, applications and people, Concur delivers an effortless experience and total transparency into spend wherever and whenever it happens. Concur services adapt to individual employee preferences and scale to meet the needs of companies from small to large, so they can focus on what matters most. The company serves more than 30,000 clients representing more than 27 million users in over 150 countries.

Job Overview:
Provides first level support for Concur solutions, which includes assistance with service features and Customer's specific policies and procedures, along with navigational support. Documents, routes, tracks, escalates and updates customers on status of issues as required.

Responsibilities:
Provides first tier support, including assistance with service features, Customer's policy and procedures, and navigational support.
Document appropriate details of inquiry, notifies customers according to notification schedules and takes timely action including follow-up calls on cases as necessary and escalating appropriately as determined by call flow processes.
Utilizes tools and systems proficiently to track activity and insure knowledge base integrity and utilization.
Provides additional duties as deemed necessary to achieve and produce a high quality support solution
Be aware of, and comply with, all corporate policies.

Position Requirements
Education, Experience & Training required:
Fluency in English and Dutch
Must have High school diploma or GED equivalent with knowledge, experience and skill set equivalent to the experience of 1 year of post high school education.
Prefer schooling have an emphasis in business, customer service and/or computer technology
Ability to work in a fast-paced environment, handling multiple priorities
Ideally should have one or more years of customer service experience, preferably in a phone environment.
Must possess excellent written and verbal communication skills.
Ability to communicate with individuals at all levels of an organization.
Strong one-on-one interpersonal skills.
Ability to set priorities, meet deadlines and work independently.
Ability to work in a team environment and be open to change.
Must be able to maintain confidentiality.
Ability to pass a background check

Job Specific Specialized Knowledge & Skills:
Job requires frequent communication via telephone and e-mail.
Critical Performance Competencies:
Accountability

Interpersonal
Decisiveness/Judgment
Communication and Influence
Teamwork
Stress Management
Analytical Skills
Adaptability/Flexibility
Process Management/Quality
Motivation

Value Competencies:
Displays passion for & responsibility to the customer
Hires, develops & rewards great people
Displays leadership through innovation in everything you do
Displays a passion for what you do and a drive to improve
Displays a relentless commitment to win
Displays personal & corporate integrity

About Culture & Benefits:
Concur's culture is dynamic, fun and friendly where intelligence and creativity can shine within an innovative technical environment. With a core value of "Hire, Develop and Reward Great People", we offer competitive salaries in Prague, 5% bonus, pension, subsidised meal vouchers 55%, flexi-pass vouchers, Quarterly Social events, 25 days holiday plus an optional 4 extra days off to work at a charity or not-for-profit organisation of your choice.

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