



JOB DESCRIPTION

Title: Customer Service Representative with English (Dutch is advantage)

Region: Praha hl.m.

Work type: plný

Reference num.: A1938

DESCRIPTION

- Responsibility for Customer Service supporting one of the European business units
- Order entry and customer claims process
- Maintain high customer service levels
- Monitor and report Key Performance Indicators (KPIs)
- Liaise with multiple stakeholders to ensure issues are identified, tracked, and resolved in a timely manner
- Participate in special projects by supporting management and the project team in various tasks
- Support internal and external audits by providing audit schedules, support and responses to inquiries
- Ensure compliance with Sarbanes Oxley controls
- Engage in process improvement initiatives
- Willingness to work a flexible schedule if required
- Further tasks related to the knowledge capture period and the course of processes centralization
- Other tasks related to the role required by your team leader and management

REQUIREMENTS

- 0-2 years experience
- Proficiency in written and spoken English is required + Dutch (is advantage)

WE OFFER

- permanent contract
- international environment
- benefits package
- chance to improve your language skills

CONTACT

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