



ACN is the largest direct selling company of services in the world. ACN is present in North America, Europe and Asia-Pacific, offering consumer telecommunication services, nutritional products and exclusive skin care products. Working at ACN Europe means working in a dynamic and very international environment. At present, over 400 employees with over 30 different nationalities are working in our European offices.

To further strengthen our team, we are looking for:

Customer Care Representative with French/Dutch or Hungarian

Miejsce pracy: Wrocław

Major Tasks:

- Handling queries from customers and/or representatives solve these queries directly or escalate to the appropriate department within a set procedure, to maintain customer satisfaction
- Registration of all contacts in the computer system to build customer history
- Attend training sessions to be informed about new procedures, products, services and keep up to date to ensure quality of service when dealing with customers
- Highlight unusual situations fast and address to management for follow-up as necessary
- Provide help and assistance to colleagues as needed as well as supporting other departments when needed
- Assist in various projects on an ad hoc basis
- Effectively communicate with other departments regarding customer queries/escalations

Knowledge and skill requirements:

- **Fluency in French/Dutch or Hungarian**
- Effective and efficient communication skills
- Professional telephone etiquette
- Customer service orientated
- Highly developed computer literacy skills
- Excellent team working skills
- High level of self-motivation to constantly improve personal performance
- Previous experience in a customer services environment is an advantage

ACN offers:

- A stable full-time job (with 1 hour of fully paid break)
- Full on the job training
- Opportunity for growth and professional development
- Private medical care in Luxmed
- Cafeteria benefit system (Multisport card/tickets to the cinema or other benefit from among 700 benefits to choose)
- Group life insurance partially covered by ACN
- Access to e-learning portal
- Team events
- Great atmosphere and possibility to work in a multicultural environment
- Additional days off for years of service

In case you are interested in the job offer, please send an e-mail to: jtracz@acneuro.com