

Randstad SSC/BPO specializes in conducting recruitment projects and specialist positions in customer service, logistics and HR sector. We focus on sourcing best candidates for different positions in order to support our Clients representing various branches, including Shared Service Centres.

Currently for our Client we are looking for Entity in Warsaw a Specialist Customer Service

Your **responsibilities** will be:

- **Providing telephone and email support for customer** service including financial queries, answering product questions and providing answers to basic technical questions;
- **Independent processing** of all kind of requests from our customers, partners and third parties, according to our SLA's and quality requirements;
- **Updating systems to reflect contract changes**, including activating new services and changes to the customer status;
- Set-up and maintenance of new and existing customers in our systems, according to our SLA's , processes and quality requirements,
- Active support operational implementation of new products and services,
- Execute recurring tasks (e.g. Money Return, OTP-Queues and Statistics),
- Active participation and cooperation in projects,
- Active assistance in all areas of the team,
- **Resolution and follow-up on customer issues** escalating to technical support teams as appropriate.

Ideal candidate will have/Candidate profile:

- First **Customer Care experience**,
- Very good verbal and written business communication skills in **English and Hungarian**
- Demonstrate **problem solving**, analytics and troubleshooting skills,
- Organizational and conceptual skills and a **strong client focus**,
- Advanced knowledge of Microsoft products and an affinity for handling applications,
- Excellent communication and interpersonal skills with strong willingness to evolve in a dynamic and growing business and international organization.

This position has growth potential for the individuals who are **self-started** and are taking **initiative**.

We offer:

- Full-time job contract and stable working conditions,
- Salary between 5500 – 6000 PLN gross
- Competitive salary and a range of benefits for employees,
- Work - life balance and flexible working hours.
- Best in Warsaw location – only 20 meters away from “Rondo Daszyńskiego” underground station.

For more information or directly applications please contact me – klaudia.bryl@randstad.pl