

ACN is the largest Direct Selling Company for services in the world. ACN bypasses traditional forms of marketing by going directly to customers through independent business owners (IBO's), providing them with the products and services they need and use every day, while also offering a powerful business ownership opportunity for entrepreneurs. Founded in 1993, ACN has offices in North America, South America, Europe, Asia and Australia servicing millions of customers in 23 countries.

ACN manages its European business from its European Headquarters in Amsterdam, Netherlands, and operational offices in Åmål, Sweden, and Wrocław, Poland.

Working at ACN Europe means working in a dynamic and very international environment.

At present, over 300 employees with over 30 different nationalities are working in our European offices. Our professionals work in the field of Customer and Representative Operations, Finance, Product Management, IT, Marketing, Legal and HR.

To further strengthen our Wrocław Dutch team, we are looking for:

Customer Care Representative with Dutch

Wrocław, Grabiszynska 251 a

Responsibilities:

- Being first point of contact for clients and resolving their requests by e-mail/phone/chat.
- Solving customer queries directly or escalating it to the appropriate department accordingly with the procedure.
- Recording and following up customer contacts in the computer system to build customer history.
- Attending training sessions for the purpose of learning about new procedures, products, services and keeping up to date to ensure high quality of service when dealing with customers.

- Highlighting unusual situations fast and addressing it to the management for follow-up as necessary.
- Assisting in various projects on an ad hoc basis.
- Effectively communicate with other departments regarding customer queries/escalations.

Requirements:

- **Fluent Dutch and good command of English**
- Effective and efficient communication skills
- Customer service orientation
- Highly developed computer literacy
- High motivation and learning skills
- Previous experience in a customer services environment is an advantage

We offer:

- A stable full-time job (with 1 hour of fully paid break)
- Private medical care
- Multisport card/Cinema tickets/Fruits
- Team events
- Internal and external trainings
- Great atmosphere and multicultural environment
- Additional days off for years of service

If you are interested in this great opportunity send your application in English to email address: wroclawjobs@acneuro.com