

Customer Service Complaints Handling Representative with Dutch

Main objective of role

- As a part of Customer Service Complaint team will be responsible for receiving, registering and following customer's service complaints in line with a standardized, high performing servicing process
- Building a strong relationship with internal complaint management stakeholders
- Management of Customer Service objects in a timely and accurate manner with clear accountability for data integrity.

Requirements

- Fluent command of both written and spoken Dutch required
- Very good command of written and spoken English (any additional language would be a plus)
- Experience in a Customer Facing environment would be a plus
- Degree level required (last-year students are also welcome)
- Strong customer focus and interpersonal skills
- Excellent communication skills
- Ability to work independently and manage time effectively
- Familiarity with MS Excel
- Willingness to work in detail oriented way and to seek for improvements

We are offering

- Working in an international company, first-in-class in its business area
- Opportunity for professional growth - challenging and rewarding work with a dynamic, international team
- New, modern office in the city center developed to work and live healthy lives
- Friendly work environment and healthy oriented culture (healthy food, sport activities, participation in pro-health actions and events, charity initiatives)
- Competitive compensation and motivation system
- Great benefit package (e.g. health insurance, medical care, lunch vouchers, sport /entertainment bonus)

If that role sounds interesting please apply directly:

https://bdx.wd1.myworkdayjobs.com/EXTERNAL_CAREER_SITE_POLAND/job/POL-Wroclaw---Srubowa/Customer-Service-Complaints-Handling-Representative-with-Dutch_R-11748-1