



Customer Service Complaints Representative speaking European languages

Our international Customer Service Complaint Handling Team of young language and international relations professionals is waiting for you NOW if you speak English+ any of the below listed languages on a communicative level. Apply to take this excellent opportunity to be in touch with prestigious players of the healthcare market across Europe and fast develop your insight to premium level business support processes. Also applications from fresh graduates or last year students are welcome.

Main objective of role

- As a part of Customer Service Complaint team you will be responsible for receiving, registering and following healthcare market 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
- Analyze, report and forward data provided by customers

Requirements

- Communicative command of Czech or French or German or Dutch or Italian or Spanish or Polish language required
- Very good command of English
- Experience in a Customer Facing environment would be an advantage
- 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 offices 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)
- Permanent contract and immediate start

If you are interested in this job opportunity please send us your CV in English:

careers.wroclaw@cielotalent.com