

**Gi Group** is an international recruitment agency whose main task is to offer fully-qualified employees. We are a leader in the Italian market and one of the main agencies in our countries of operation. We hold certificate No.570 entitling us to operate as a work agency in Poland.

We are currently seeking Candidates for a position of:  
**Global Communication & Experience Agent with Languages**

Location: Kraków  
Ref No. Goog/le/122015

We are looking for a dynamic and confident self-starter with strong relationship building skills, excellent written and verbal communications skills and the ability to communicate with multiple teams and stakeholders. If you're looking for a diverse, exciting opportunity working alongside genuinely passionate people, as well as developing your own digital experience, this is the role for you. You will design and develop a customer journey that defines this first-class experience.

If you are ready to be a soul of your team, if the trust and respect inspire you to work – this is your chance to change your career and your life today.

#### **Day-to-day:**

- Support operations of online advertising product related queries across multiple channels - chat, email and phone
- Campaign optimization and pitching features for existing and new customers via outbound contact to selected portfolio of customers
- Managing account activation and optimization, campaign, budget, troubleshooting and keywords queries from customers
- Managing complaints, fraud, and account hijacking queries
- Processing of billing and payment
- Providing vital product insights and feedback from our customers to engineering
- Proactive contact (new accounts) and handling Clients enquires, collaborating with colleagues across the business to provide an excellent services;

#### **Candidate Requirements/Skillset:**

- Bachelor or master degree
- Customer services experience - min. 6 months - ideally within online related services
- Written and spoken fluency in business English and German
- Focus on assisting clients by driving the right product adoption for the right client – previous B2B experience would be an asset
- Professional customer service skills: solutions mindset, helping nature, passion for the customer and customer experience
- Resolve customer issues in a timely manner, pro-actively communicate to clients on progress and identified areas where clients can improve how they use client's solutions
- Self-driven with attention to detail and follow-through

If you are successful, you can look forward to a fun, vibrant office with competitive pay and advancement opportunities. Plus, you'll have the opportunity to take part in a performance-based rewarding incentive scheme involving travel incentives, financial incentives, and social event incentives!

**We offer:**

- Job Type: Full-time
- Localization: Kraków
- Operating according to Lean Six Sigma philosophy
- Collaborating and learning from diverse and talented colleagues helps you “raise your game”
- Trainings and development tailored to help you achieve your potential
- Opportunity to engage in Corporate Social Responsibility initiatives
- We also think about your social life, at Google you will be able to take part in different initiatives like Book Club, International Cuisine Club, Runners Club, family events, cultural meetings, photography classes, climbing, soccer, swimming and many others.
- Social benefit packages including: private medical care, Sodexo vouchers, Benefit sport club cards, life insurance
- Friendly work atmosphere in multicultural environment

*Please include the following statement: "I hereby consent to the use and processing of my personal data by Gi Group Sp. Z o.o. based in Katowice, 11 Sobieski Street for the purposes of the recruitment process and to make the data available for prospective employers within the framework of the recruitment process in accordance with the Act of 29.08.1997 (Journal of Laws of 2002 No. 101, item. 926, as amended.) Data Protection. I have the right of access to my data, correct and delete."*