

CUSTOMER SERVICE ADVISOR – FRENCH/PORTUGUESE/FINNISH SPEAKER

Location: Krakow/Katowice, Poland

If you speak French, Portuguese or Finnish and are a huge fan of communicating with different people, do not waste your time! Become a part of an international setting!

Job description:

- Handling incoming phone calls / e-mails from customers regarding technical issues related to hardware, software, and network
- Delivering professional and prompt service to the customers
- Keeping records of all customers' enquiries in the reporting system
- Analyzing and resolving most common enquiries by providing step-by-step solutions or using remote access to take control of the computer and solve the problem
- Sending more complex enquiries to the relevant IT Support Team

Candidate's profile:

- Very good **French, Portuguese** or **Finnish** language skills both verbal and written
- Good English skills
- Excellent verbal and written communication skills
- Professional telephone manner
- Basic experience in Windows XP (Windows 7 would be an advantage), MS Office, MS based applications
- Basic technical support experience an advantage but not necessary
- Flexible, well-motivated team player, ability to work under pressure

What we offer:

- Work in a multinational company for known, global brands
- Clearly defined career path (experts or managers), wide range of trainings – over 20 000 online trainings and books also available at home, trainings in classroom, funding for learning foreign languages
- You will learn best practices and global business from experts.
- You will work in an inspiring atmosphere. We work together and celebrate together – Theatre, employee volunteer program, integration events, sports events (basketball, volleyball) – everyone will find something for himself or herself!
- In addition to the salary, you will receive attractive benefits package (medical care for whole family, life insurance).
- You can recommend friends in Referral Program and collect awards!

If you are interested, please apply through our website WiPjobs.com or send us your CV, in English, at unipartnerships@wipjobs.com