

Customer Experience Agent with Czech or Slovak

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Company: Alorica

Location: Poland

Category: other-general

JOB SUMMARY

The Customer Care Specialist provides customer support for our Client's (world leading financial technology company) support customers.

S/he creates a wonderful customer experience as s/he understands that making a customer happy is crucially important to a business's success. Be creative, friendly, and solution-oriented with customers and colleagues.

Key Job Responsibilities

Diagnose product trouble by telephone, e-mail, chat or remote, help customers to solve the hardware and software problems encountered in use

Our requirements:

Excellent knowledge of all MS office tools (Word, Excel, PowerPoint, Access, Outlook).

Advanced skills in contact centre tools and applications.

Ability and interest keep up-to-date on industry best practices and development initiatives

Czech or Slovak min. C1

English min. B2

Availability to join immediately

WHY JOIN ALORICA?

We Offer So Much More Than a Paycheck

Competitive salary

Additional health insurance (incl. dental care)

Group insurance

Wellbeing platform

Remote work

But that's just the start: here are a few more reasons to consider Alorica.

Career development opportunities

Extensive training programs

Access to top notch technologies and best practices

Excellent working environment

Company events

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