

## CUSTOMER SERVICE ASSOCIATE

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Company: TE Connectivity

Location: Kraków

Category: office-and-administrative-support

**At TE, you will unleash your potential working with people from diverse backgrounds and industries to create a safer, sustainable and more connected world.**

### **Job Overview**

TE Connectivity's Customer Service Teams interact with customers, company sales and/or service representatives to handle a variety of pre-sales or post-sales service functions. They take and process transactions via phone and emails from customers and representatives and respond to inquiries about TE's products or services. A key area of focus is to develop strong business relationships via TE's Extraordinary Customer Experience strategy.

### **Your responsibilities**

Be the primary interface on a day-to-day basis with direct account responsibility for customers

Carry out contract reviews on orders/schedules and process in the SAP system

Progress/expedite orders as requested

Process request for quotations

Process customer returns

Investigate credit and debit requests and queries to issue credit/debit as necessary

Have regular reviews with your account base to discuss OTD, backlog and other general

support issues

Review, action and issue all relevant order related reports

Answer technical queries from customers as required using the intranet technical reference and to offer alternatives using available resources

Proactively perform quote follow up

**What your background should look like:**

Experience in Customer Service desired

Fluency in English and German (at least C1 level)

Knowledge of SAP and MS Office package, Salesforce.com and supply chain or logistic knowledge will be an advantage

Good time management and ability to prioritize tasks

A passionate team player with Customer Focus and organizational agility, who can work under pressure and provide timely follow up as well as resolution of issues and inquiries

Multitasking out of the box thinker with a positive attitude, able to listen and being patient

Problem solving skills as well as negotiating skills are necessary to succeed

Success-oriented, open-minded, organized, resilient even in stressful situations

Ability to work on a hybrid model (office is located in Kraków)

**We offer**

Private medical healthcare for you and your family

An attractive package of extra benefits of your choosing

Fresh fruit and delicious coffee

Flexible working hours

Modern and comfortable office with a chill-out zone

Additional day off for your birthday

Work in a team where a good atmosphere and team spirit is one of the greatest values

## Competencies

Values: Integrity, Accountability, Teamwork, Innovation

### WHAT TE CONNECTIVITY OFFERS:

We are pleased to offer you an exciting total package that can also be flexibly adapted to changing life situations - the well-being of our employees is our top priority!

- Competitive Salary Package
- Performance-Based Bonus Plans
- Health and Wellness Incentives
- Community Outreach Programs / Charity Events
- Employee Resource Group

Across our global sites and business units, we put together packages of benefits that are either supported by TE itself or provided by external service providers. In principle, the benefits offered can vary from site to site.

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### Cross References and Citations:

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