

Customer Service Associate with German

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Company: Capita Poland Sp. z o.o.

Location: Poland

Category: office-and-administrative-support

Description:

Becoming a Customer Service Associate at Capita:

As a Customer Service Associate at Capita you will be working within the field of online investment banking and stock trading. You will help deliver consistent, confident, friendly and reliable online support to each customer you engage with so they feel valued, understood and listened to.

What you'll be doing:

Supporting Trade Republic customers in German and English

Verifying customer details as part of KYC and AML activities

Supporting new clients with account setup

Solving challenging requests of our customers regarding trading and always making them feel that they are in good and safe hands

Working closely with other departments to answer even questions and provide the best possible customer service

Collaborating with our Tech Team by sharing customer feedback and proactively helping to continuously improve our trading app

Requirements:**Skills you need to succeed:**

German at B2/C1 level or above

English at B2 level or above

Customer oriented attitude

Excellent organizational skills

Good knowledge of Google Suite

Excellent communication skills to feel comfortable when collaborating with several different clients over webchat or email

Availability to work 8 hour shift from Mon-Friday between 09:00 to 18:00 and possible Saturdays in the future 09:00 – 17:00. 5 days a week

Offer:**What's in it for you:**

Employee Assistance Program for you and your family members (psychological support)

An extra day off for voluntary activities close to your heart • Remote work

Access to our Employee Network Groups, which represent every strand of diversity and allow colleagues to connect and learn from each other on an open, inclusive platform

Opportunity to become one of the Internal Trainers

LuxMed medical healthcare and Generali group insurance

Multisport Plus / Classic or MultiKafeteria benefit systems

A positive atmosphere with excellent work-life balance (a 30-minute lunch break included in the 8-hour working day)

You'll be joining a network of 55,000 experienced, innovative, and dedicated individuals

across multiple disciplines and sectors. There are countless opportunities to learn new skills and develop in your career, and we'll provide the support you need to do just that. Our purpose is to create a better outcome for you.

Skills/ English,German,Communication

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