

## Customer Service Communication Officer

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Company: SIX Payment Services

Location: Poland

Category: office-and-administrative-support

## Customer Service Communication Officer

Date posted 03/12/ Location Warsaw | Poland Company Worldline

### This is Worldline

We are the innovators at the heart of the payments technology industry, shaping how the world pays and gets paid. The solutions our people build today power the growth of millions of businesses tomorrow. From your local coffee shop to unicorns and international banks. From San Francisco to Auckland. We are in every corner of the world, in every part of commerce. And just as we help our customers accelerate their business, we are committed to helping our people accelerate their careers. Together, we shape the evolution.

## Customer Service Communication Officer

**Warsaw - hybrid**

### The Opportunity

The CSCO will directly support the Customer Services Strategy. The role is a major contributing factor to the pillar: “getting closer to our Merchants”. You will create the right Communication, at the right time for the right Customers.

### Day-to-Day Responsibilities

You are responsible for the creation and publication of planned and unplanned communication with our Customers & Partners.

Bridge building between Technical operations and Customer Care by translating technical information into Customer Advisor briefings

Contributing to our Knowledge Management Repository

Leading Communication intake meetings

The coordination of translations under time pressure

Supporting the Service Readiness manager & Business for projects

### **Who Are We Looking For**

We look for big thinkers. People who can drive positive change, step up, and show what's next – people with passion, a can-do attitude, and a hunger to learn and grow. In practice, this means:

As our new Customer Services Communication Officer, you're Customer-oriented, a real nit-picker when it comes to spelling errors and style, and of course; you just love to create content!

You can adapt your Communication style to every audience, whether it's technical, the Customer, or C-management

Fluent in English

Motivation and passion for languages and Customers

You easily find your way into systems

Very Strong Communication skills

You master organisational skills like a centipede

### **Perks & Benefits**

At Worldline you'll get the chance to be at the heart of the global payments technology industry and shape how the world pays and gets paid. On top of that, you will also:

Be part of a company guided by a strong purpose to do good and recognized as top 1% of the most sustainable companies in all sectors worldwide.

Work with inspiring colleagues and be empowered to learn, grow and accelerate your career.

Private medical & life insurance

MyBenefit Platform

Holiday allowance

Public transportation allowance

Meal allowance

Semi-annual bonus

Glasses/lenses reimbursement

### **Shape the evolution**

We are on an exciting journey towards the next frontiers of payments technology, and we look for big thinkers, people with passion, can-do attitude and a hunger to learn and grow. Here you'll work with ambitious colleagues from around the world, take on unique challenges as a team, and make a real impact on the society. With an empowering culture, strong technology and extensive training opportunities, we help you accelerate your career - wherever you decide to go. Join our global team of 18, innovators and shape a tomorrow that is yours to own.

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