

Customer Service Specialist with German (Szczecin)*

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Company: Diebold Nixdorf

Location: Poland

Category: office-and-administrative-support

Expect more. Connect more. Be more at Diebold Nixdorf.

Our teams automate, digitize, and transform the way more than 75 million people around the globe bank and shop in this hyper-connected, consumer-centric world. Join us in connecting people to commerce in this vital, rewarding role.

We offer flexible working, whether it be from our modern office based in centre of Szczecin or hybrid working (after the training in the office).

Responsibilities:

Providing User Helpdesk Services to inbound customer service requests for dedicated hardware and software

Guiding customers according to solution trees and knowledge base to solve incidents and service requests

Providing detailed information on all performed activities to the next appropriate level specialists according to the process

Updating the call management system accurately and efficiently with call details, actions taken and resolution

Qualifications:

Proficient command of the German Language (at least B2 level)

English language skills (at least B2 level)

PC literacy, especially the usage of Microsoft Office package

Willingness to work in shifts

Knowledge of customer service principles and best practices (will be additional asset)

We offer you:

Certified trainings - technical training as well as soft skill training help you to build your personal value and capabilities, . PowerShell scripting, Network, Leading the Team etc.

Various options of development- your career path can grow vertically until you reach out Senior 2nd Level Agent and then also horizontally through technical roles or process oriented roles

Being part of a multicultural team- opportunity to explore different cultures and thinking might help you to bring new ideas be more understanding/open-minded in your life

Possibility to use foreign languages- we speak in foreign languages on daily basis so we are continuously developing our communication competencies

Teamworking and supportive atmosphere in our teams- our senior colleagues are happy to share their knowhow, also our juniors are willing to provide their added value for the team

Life insurance (Allianz)

Private medical care (Allianz)

Sport card (Multisport) - you can enjoy wide range of sport activities on daily basis

26 days of holiday for all employees- we appreciate loyalty of our long-term employees but we also believe everybody deserves time to recharge no matter how long you've been with us

Flexibility in work- Possibility of hybrid work or on-site participation

Employee referral programme- bonus for recommending suitable profile

#LI-AS3 #LI-Hybrid

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