

Poland Jobs Expertini®

Customer Service - Trainee

Apply Now

Company: Thales

Location: Tczew

Category: office-and-administrative-support

Thales people architect identity management and data protection solutions at the heart of digital security. Business and governments rely on us to bring trust to the billions of digital interactions they have with people. Our technologies and services help banks exchange funds, people cross borders, energy become smarter and much more. More than 30,000 organizations already rely on us to verify the identities of people and things, grant access to digital services, analyze vast quantities of information and encrypt data to make the connected world more secure.

In our company, we rely on **trust, mutual support and respect**. We always have the well-being of the team and its members in mind, and we make work **safety a priority** that is not subject to compromise.

We are said to be distinguished by **our atmosphere**. Would you like to find out for yourself?

Apply to us!

We are currently looking for people who will be responsible for **customer satisfaction** as well as **service excellence** in terms of order administration, follow up and reporting. This role demands close **collaboration** with Customer Projects Team.

Does it **sound good** for You? Great! Apply today to Thales, **the world's largest** digital ID production plant!

And in your free time, like our **#Thales in Poland** profile on Fb

YOUR MAIN MISSIONS WOULD BE:

verification of orders in terms of data accuracy;

booking sales orders in Thales order entry system in line with Customer Service

requirements in an accurate and timely manner;

launching the orders in production in agreement with Customer Service complying with the customers' requirements;

ERP updating;

registration of the artworks in Thales order entry system for the scheme approval;

orders invoicing;

support CS department for specific reports requirements;

to be in charge of documents retrieval/posting on customers' portals;

to be part of any other administrative tasks depending on local specificities: proforma issuance, manual documents preparation for the custom clearance;

registration of the tickets in Thales internal ticket tool on behalf of CS Team.

WHAT DO YOU NEED TO HAVE?

knowledge of: sales administration and logistics (payment rules, customs rules); system tools: Microsoft Pack Office; ERP and data base (would be an asset).

skills in: making customers satisfied; tasks organization; coping with stress; being a Team Player as well as self-initiative person; intercultural and English communication; Polish language communication.

WHAT WE OFFER:

a 3 or 4-month paid internship (full-time or part-time) at Thales, a global technology leader focused on digital innovation and deep tech - Big Data, artificial intelligence, connectivity, cybersecurity and quantum technology;

a culture of collaboration, mutual respect and diversity;

tasks that will challenge you and provide you with growth opportunities;

work in our modern office located in Tczew near Gdansk (it's possible to work in a hybrid system);

a variety of sports activities, a subsidized canteen where you will have a hot meal, charity events and social activities.

At Thales we provide CAREERS and not only jobs. With Thales employing 80,000 employees in 68 countries our mobility policy enables thousands of employees each year to develop their careers at home and abroad, in their existing areas of expertise or by branching out into new fields. Together we believe that embracing flexibility is a smarter way of working. Great journeys start here, apply now!

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