

## Customer Service with German

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Company: TopTalents

Location: Kraków

Category: office-and-administrative-support

### 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

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

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)

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)

### **What our client offers:**

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

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