

Customer Support Representative - Bilingual German/English

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Company: Thomson Reuters

Location: Gdańsk

Category: computer-and-mathematical

About the Role

In this opportunity as Customer Support Representative - Bilingual German/English, you will:

Act as point of contact for troubleshooting, diagnosis, and escalation of customer support queries and field staff related to all Confirmation products via phone, email or other media types as available.

Resolve all technical and service issues related to all Confirmation products utilizing excellent customer service skills, problem solving skills, technical thinking/reasoning skills, and a high level of individual discretion to ensure outcomes of customer satisfaction and Thomson Reuters business success.

Accurately document all customer contacts, resolution steps, and gather customer feedback to enhance products and services.

Achieve all department assigned metrics.

Report and escalate issues leading to recurring technical problems.

Continuously increase technical aptitude and customer service skills, as well as improve organizational performance by identifying efficiencies in workflow & introducing policy/procedure changes.

Develop or suggest Knowledgebase articles for internal and external users.

Create support documentation for troubleshooting, training, and other areas as needed.

Educate self and colleagues on new releases, test functionality and report on issues found during product releases.

Promote usage of our public help center to users to encourage self-help on support queries.

Provide customer service & technical assistance to customers via phone, e-mail, or other media types as assigned.

Troubleshoot and solve basic common user problems in real time, including navigation problems, browser-related issues.

Escalate top priority, production-critical issues.

Achieve quality and productivity metrics while providing an effortless customer experience.

Proactively learn new features and enhancements to existing products to effectively support existing users.

About You

You're a fit for the role of Customer Support Representative - Bilingual German/English if your background includes:

Fluent written and verbal communication skills in German and English

Minimum: 1 year experience in a customer facing position or equivalent experience desired.

2- or 4-year technical degree preferred.

Experience in customer support via phones, emails or in person.

Experience working with Microsoft office suite.

Strong problem solving, analysis, design, and testing skills.

Quick learner, eager to leverage new technologies in a dynamic team environment.

Commitment to customers.

Proven experience owning issues to resolution.

Work as part of a team & independently in a dynamic, fast-paced environment.

What's in it For You?

You will join our inclusive culture of world-class talent, where we are committed to your personal and professional growth through:

Hybrid Work ModelWe've adopted a flexible hybrid working environment (2-3 days a week in the office depending on the role) for our office-based roles while delivering a seamless experience that is digitally and physically connected

Wellbeing:Comprehensive benefit plans; flexible and supportive benefits for work-life balance: flexible vacation, two company-wide Mental Health Days Off; work from another location for up to a total of 8 weeks in a year, 4 of those weeks can be out of the country and the remaining in the country, Headspace app subscription; retirement, savings, tuition reimbursement, and employee incentive programs; resources for mental, physical, and financial wellbeing.

Culture: Globally recognized and award-winning reputation for equality, diversity and inclusion, flexibility, work-life balance, and more.

Learning & Development:LinkedIn Learning access; internal Talent Marketplace with opportunities to work on projects cross-company; Ten Thousand Coffees Thomson Reuters café networking.

Social Impact: Ten employee-driven Business Resource Groups; two paid volunteer days annually; Environmental, Social and Governance (ESG) initiatives for local and global impact.

Purpose Driven Work: We have a superpower that we've never talked about with as much pride as we should – we are one of the only companies on the planet that helps its customers pursue justice, truth and transparency. Together, with the professionals and institutions we serve, we help uphold the rule of law, turn the wheels of commerce, catch bad actors, report the facts, and provide trusted, unbiased information to people all over the world.

#LI-AK2

Do you want to be part of a team helping re-invent the way knowledge professionals work? How about a team that works every day to create a more transparent, just and inclusive future? At Thomson Reuters, we've been doing just that for almost 160 years. Our industry-leading products and services include highly specialized information-enabled software and tools for legal, tax, accounting and compliance professionals combined with the world's most global news services – Reuters. We help these professionals do their jobs better, creating more time for them to focus on the things that matter most: advising, advocating, negotiating, governing and informing.

We are powered by the talents of 25,000 employees across more than 75 countries, where everyone has a chance to contribute and grow professionally in flexible work environments that celebrate diversity and inclusion. At a time when objectivity, accuracy, fairness and transparency are under attack, we consider it our duty to pursue them. Sound exciting? Join us and help shape the industries that move society forward.

Accessibility

As a global business, we rely on diversity of culture and thought to deliver on our goals. To ensure we can do that, we seek talented, qualified employees in all our operations around the world regardless of race, color, sex/gender, including pregnancy, gender identity and expression, national origin, religion, sexual orientation, disability, age, marital status, citizen status, veteran status, or any other protected classification under applicable law. Thomson Reuters is proud to be an Equal Employment Opportunity/Affirmative Action Employer providing a drug-free workplace.

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