

## Head of Customer Service & Administration

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Company: swisspacer

Location: Poland

Category: office-and-administrative-support

### **Contamos com você para**

Managing the customer service and administration team, located in Poland, Germany, UK, Switzerland

Responsibility for complex customer service and administration activities including orders processing, shipments planning

Creating a positive customer service environment regarding great relationship, modern technology tools as CRM, SAP and further implementation of advanced customer service solutions

Supporting the culture of continuous learning and innovation

### **Este trabalho é para você?**

Bachelor's or Master's degree

2+ years of experience in a similar position

Fluency in English, Polish (German is welcome)

Dynamic and open customer-oriented personality

Strong leadership skills, experience in people management

Optimization of a customer service processes and the structure

Technology utilization - following the new technology trends, service software and dedicated IT tools

Analytical mindset – tracking and reporting the key performance indicators

Team player and self-starter with entrepreneurial spirit

Readiness to travel within Europe up to 20% of the worktime

Sales and customer service experience in the window industry will be a plus

### **Um pouco mais sobre nós**

#### **SWISSPACER**

Należymy do Grupy Saint-Gobain. Jesteśmy liderem na rynku produkcji międzyszybowych ciepłych ramek dystansowych. Nasza oferta obejmuje innowacyjne produkty w bogatej gamie kolorystycznej, najnowszą technologię, a także rzetelne wsparcie techniczne.

Tworzone przez nas produkty są gwarancją najwyższej jakości. Jesteśmy zgranym zespołem - stawiamy na zaangażowanie i współpracę. Nasz zakład położony jest w dogodnej lokalizacji - blisko DTŚ i autostrady A1 (dojazd to około 20 min. samochodem z Chorzowa, Bytomia, Rudy Śl.)

Dołącz do naszego zespołu!

#### **Informação importante**

The position within an international Team of Sales & Marketing, office in Gliwice

Interesting challenges that will support your professional growth

Friendly team members and company culture based on the tolerance, partnership and the highest safety standards

Access to modern development tools and personalized training offer

Support of wellbeing and healthy lifestyle, sports passion, co-financing of glasses purchasing

Additional financial benefits incl. annual bonus, Christmas and holiday benefits, investment prospects into company shares

Private medical care and life insurance packages including fully sponsored option

#### **Política de privacidade**

**Administratorem Państwa danych** osobowych jest Saint-Gobain Innovative Materials Polska Sp. z o.o. z siedzibą w Dąbrowie Górniczej (42-530) przy ul. Szklanych Domów 2, adres e-mail: , numer telefonu: (022) 653 79 00, wpisana do rejestru przedsiębiorców Krajowego Rejestru Sądowego pod numerem 0000092278, numer NIP: 9281005205, REGON: 970434546, o kapitale zakładowym w wysokości 335 075 400,00 zł, której akta rejestrowe przechowywane są w Sądzie Rejonowym Katowice-Wschód w Katowicach, w VIII Wydziale Gospodarczym Krajowego Rejestru Sądowego.

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