

## Policy Data Analyst - Fluent German

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Company: Majorel Poland Global

Location: Kraków

Category: computer-and-mathematical

Full Time

with/without Professional Experience

We're hiring at our location in Kraków

### Policy Data Analyst - Fluent German

**Work Type:** Office

**Office Location:** Tertium Business Park in Kraków

**Reporting to:** Team Lead

### Overall Job Purpose

The **Policy Data Analyst** is responsible for enforcing the policies for our clients products by analysing requests under European Law Legislations from lawyers and private individuals. As a Policy Data Analyst you will follow clear guidelines that allow you to make sound decisions. You will have a thirst for knowledge, impeccable judgment and be comfortable operating in a fast-paced, dynamic environment.

### What's in it for you?

Our people are the heart-beat of our company. If you want to work in a multicultural, diverse environment with real opportunities to grow, then we're the right choice. And, naturally, we can offer you all of the benefits of being part of a fast-growing, global business.

Hybrid Working

Competitive Salaries

Quarterly Performance Bonus

Paid Annual Leave

Private LUX MED Medical Care

MyBenefit (inc. Multisport)

Relocation Support

Quarterly Recognition Program

PZU Life Insurance

Paid Sick Leave

Majorel Wellness Feel Good  
Program

Full Product Training

Career & Personal Development

Innovation Programs

### **Duties and Responsibilities**

Review, analyse and process incoming requests through online tools

Evaluate validity of each request in line with our clients policies

Continually educate yourself about changes to policies and protocols with the support of our Training and Quality Departments

Work closely with our clients policy specialists to address complex cases and

regulatory inquiries using the clients response framework

Maintain a high level of quality in each case that you review

Achieve weekly productivity deliverables as part of daily workflow

Effectively collaborate with team members on a range of projects to improve internal efficiency and effectiveness

Develop skills in a number of different areas including data, tools and quality assessment

You may be required from time to time to support different workflows/products/markets depending on business need

While you will primarily support the market and workflow you have been hired for, you will also be required to support the English market. There will also be requirements to support other markets and workflows using the Translation Tool as a result of business change and or volume fluctuations

### **Minimum Qualifications**

Fluency in written and spoken **German** and **English** is essential

Motivated by working in an environment that requires strong attention to detail

Excellent communication skills both verbal and written

Demonstrates ability to exercise impeccable judgment

Comfortable with reviewing internet content that may be deemed inappropriate and/or contain explicit material

Ability to work in a fast paced environment

Ability to be flexible and adaptable to meet changing business needs

Good computer literacy with the ability to quickly learn new tools

Ability to use Google Suite would be an advantage

B.A. or B.S. degree/masters or equivalent professional experience in online operations, privacy or legal support role desirable

## **COMPETENCIES**

Understanding the role

Initiative

Solution Orientation

Collaboration

Organizational Commitment

Customer Focus

Teamwork

Results Orientated

Attention to detail

Problem Solving & Information Gathering

Resilience & Adaptability

## **About Majorel**

Explore Majorel

At Majorel, we create amazing customer experiences that people value and we are proud of. By combining talent, data, and technology we deliver real impact for our partners. Our vision is to be our clients' trusted long-term partner for customer engagement in a constantly changing world. Creativity, Excellence and Respect drive everything we do. This ensures success for our partners and allows us to thrive as one team.

Majorel is an equal opportunity employer that embraces diversity. We are committed to the principle of equal employment opportunities for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Majorel are based on business needs, job requirements and individual qualifications, without regard to gender, age, ethnicity, race, nationality, religion, disability, gender identity, sexual

orientation, marital or civil partnership status or any other basis as protected by local law.

Majorel and its employees do not tolerate, engage in, or support Human Trafficking, Forced Labour or Child Labour of any kind through Majorel's activities, including in its supply chain, or assist Majorel clients or any other party in doing so.

### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Apply now

A big team is looking forward to you. Apply here!

Majorel Poland Global | Human Resources | Oleksandra Osypenko

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Visit us on [majorel.com/career-de](https://majorel.com/career-de)

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Generated on: 2024-05-06 by Expertini.Com