For our Client, leading European IT infrastructure provider, we are searching for Candidate for the position of:

Customer Service Consultant

Workplace: Łódź

Job Description/Purpose:

Customer Service Consultant will be responsible for acting as first point of contact for all customers queries and end to end ownership of all elements leading to a successful and efficient resolution.

Responsibilities :

- Answering customers' IT related queries in a professional manner
- Network and e-mail accounts administration
- Daily check tasks
- Taking parts in various projects

Skills Required:

- Proficiency in German and English
- University degree preferred (or a student)
- Knowledge of various software and applications (minimum: Windows environment and MS Office package)
- Interpersonal skills crucial for working in a customer service centre such as: excellent communication skills, readiness to work flexible hours, customer orientation, teamwork, optimism and enthusiasm

Client offers:

- An interesting job in one of the largest IT companies
- Challenging work environment
- Highly motivated team and international corporate culture
- Full-time job in rota system (24h/7)
- Competitive salary
- IT & soft skills trainings

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Grupa HRC Spółka Akcyjna - Company registered by the District Court of Warsaw,
XII Commercial Division of the National Court Register under KRS number: 0000372596,
Tax number (NIP): 951-19-49-454, REGON: 016099664,
Share capital: 850 000 PLN, paid in full.
listed on NEW/connect WSE STOCK MARKET