

Romania Jobs Expertini®

Customer Support (German Speaker)

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Company: JSAN

Location: Romania

Category: computer-and-mathematical

JSAN Consulting provides technology consulting and staffing solutions throughout Europe, USA and APAC, and we pride ourselves on our highly professional and service focused approach. Our unique value proposition of being better, faster and less expensive is compelling to our clients, most of whom regard us as a long term partner helping them to achieve their business objectives.

Headquartered in Berlin, Germany and with operations in four countries in Europe, providing recruitment services, technology consulting, software development and outsourcing services.

The Role

Roles and Responsibilities

Handle phone calls with customer queries and provide resolution to end users.

Escalate priority issues per Client specifications to the immediate lead as applicable.

Provide inputs on process changes and best practices.

Stay updated with new updates, process changes and updates.

Maintain Exemplary Attendance and Punctuality

Key Deliverables (KRA Measure)

Provide exemplary customer satisfaction.

Meet quality standards on all handled contacts

Complete hours of staffed time on all rostered days

Handle contacts while maintaining the targets defined for the project: response time, handle time and resolution rate aligned with Project KRAs.

Ideal Profile

Demonstrates a strong customer service orientation.

Takes responsibility to follow up with customers to ensure their needs and expectations are satisfied and promises are kept.

Friendly and upbeat style

Ability to handle difficult or irate customers effectively.

Ability to set expectations and deliver information in a positive and articulate well.

Investigates and takes action to meet customer's needs.

Solves routine problems effectively, gathering the information necessary from the customer.

Applies systematic approach to solving problems.

Professional and positive in interactions with others and is able to establish rapport quickly

Treats others with courtesy and respect

Able to adjust his/her behavior and communication to accommodate working styles and perspectives of diverse individuals

What's on Offer?

Opportunity within a company with a solid track record of performance

Join a market leader within IT Services

A role that offers a breadth of learning opportunities

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