

## Anunt de Recrutare Sales Consulting

miercuri, 19 noiembrie 2014

Compania Sales Consulting &ndash; o companie de consultanta in domeniul resurselor umane.

Deruleaza un proces de recrutare pentru compania Schneider Electric &ndash; o companie multinationala specializata in managementul energiei. Ca si profil, ne orientam catre persoane care sa vorbeasca limba croata la nivel avansat si care sa aiba experienta sau studii in domeniul tehnic.

SALES CONSULTING is a human resources company with national coverage on three main domains: recruitment and selection, assessment center and personnel leasing. For more information you can visit our website: [www.salesconsulting.ro](http://www.salesconsulting.ro).

Our client, SCHNEIDER ELECTRIC is a global specialist in energy management with operations in more than 100 countries, offering integrated solutions across multiple market segments, including leadership positions in energy and infrastructure, industrial processes, building automation, and data centres/networks, as well as a broad presence in residential applications. ([www.schneider-electric.com](http://www.schneider-electric.com))

Together with our client, we are looking for motivated candidates to fill in the position of:

Primary Generalist Support

Location: Bucharest

Mission:

Act as an entry point of contact and provide support to all customers in the assigned country: greetings, Log Interaction, Identification of Customer. This will involve 1st call resolution for the majority of customer queries and ensuring complex cases are escalated to and followed up by the correct point of contact within the company. Queries will include but are not limited to the following:

&mdash; Post sales &ndash; product return (RMA) and escalation of more technical queries; order management, invoice, deliveries

– Pre sales – Price and availability, giving a catalogue reference, order entry, quotations, opportunity identification, e-commerce, knowledge management

– Follow up on Leads generated from marketing activities

Improve Customer Satisfaction by providing a high quality professional Primary Support to customers. Establish a strong and professional relationship with assigned accounts and contacts while assisting the relevant sales team to increase revenue and market share.

### Primary Generalist Support

Identify new business opportunities, define and quote product from customers' requests, coordinating

with relevant Quotation, Sales or Marketing contact for special prices. Communicate to relevant sales

people.

### Responsibilities:

– Provide 1st level general support pre-sales and post-sales, telephone, mail and electronic to

customers and partners or assure a proper escalation to the 1st level technical support: price &

availability, product selection, product substitution, answer question on catalog or on-line

application, support on on-line self service tools

&mdash; Responsible for answering incoming telephone calls, e-mails, web based tickets and prioritizing

customer's support needs

&mdash; Order Management: enter, change, manage requests related to orders in cooperation with

country representatives

&mdash; Provide support to the customers for commercial and logistic returns product

&mdash; Provide support to the customers for solving the logistic and commercial complaints

&mdash; Proactive information communication

&mdash; Complete documentation and follow up on all commitments and customer details

&mdash; Actively create/modify knowledge database

&mdash; Collaborate with Marketing on new product launches

&mdash; Ongoing proactive research and learning about new products, technologies and applications

&mdash; Participate in the interaction centre's continuous improvement process

&mdash; Liaise between customers, After-Sales and Marketing regarding Product Quality Returns

#### Requirements:

&mdash; Education: Associate&rsquo;s Degree requested, Bachelor&rsquo;s Degree preferred

&mdash; Experience:

&mdash; if bachelor degree in place, 1 &ndash; 2 years of experience are requested,

&mdash; if Associate&rsquo;s degree in place, 3- 4 years of experience are requested

&mdash; Fluent in English and Croatian

&mdash; Previous experience in customer support or sales is desirable

Primary Generalist Support

&mdash; Working electrical knowledge an advantage

&mdash; Ability to multi task (logging queries while speaking with customers)

&mdash; PC skills (Microsoft, Windows, ERPs)

&mdash; Basic aptitude for learning technical concepts essential

&mdash; Excellent interpersonal, communications and time management skills

&mdash; Ability to work on own initiative, but also as part of a team

&mdash; Strong verbal and written communication skills are required

&mdash; Flexible and having the ability to learn quickly

&mdash; Previous CRM experience an advantage

De asemenea, Compania Sales Consulting recruteaza vorbitori de limba croata pentru pozitii in Resurse Umane in cadrul companiei Deutsche Telekom.

Professional opportunities in HR

Our client is the multinational company Deutsche Telekom that has opened in Bucharest an HR Shared Service Center. Together with our client we are seeking for foreign language speakers for great career opportunities in HR field!

Inquiry Specialist with Croatian

Responsibilities:

&ndash; Answers employee, manager or candidate inquiries using the Knowledge tools and system available at the Contact Center

&ndash; Forwards employee inquiries to Tier 2 specialists when specific, in-depth functional knowledge is required

&ndash; Completes simple Human Resources and Payroll related transactions

&ndash; Documents and follows up all employee inquiries, issues and transactions

&ndash; Recognizes unusual events or consistent problem areas and work with Team Lead to resolve

&ndash; Works as a team member focusing on customer service

&ndash; Suggests methods to update, simplify, and enhance processes, procedures, and technologies

&ndash; Assists with the implementation of programs, policies, and services provided by the HR Shared Service by acting as an employee's first line of contact

&ndash; Performs review of Frequently Asked Questions to identify steps needed to answer customer inquiries

&ndash; Supports in the development of Frequently Asked Questions based on the identification of updates or new requirements

EDA Specialist with Croatian:

Responsibilities:

&ndash; Serves as subject matter expert for Employee Data Administration process area &ndash; Produces reports (standard and ad-hoc) and documentation related to HR changes using established templates and procedures &ndash; Maintains/ updates existing HR data in HR system &ndash; Gathers/ organizes data for mass changes &ndash; Maintains overall data integrity &ndash; Ensures accuracy of data in HR systems &ndash; Support of HR systems and processes

Requirements:

&ndash; University degree in human resources or business administration preferably

&ndash; 1 year of experience in related process

&ndash; Customer service focus and strong interpersonal skills required

&ndash; Reliability

&ndash; Strong verbal/ written skills and attention to detail

&ndash; Ability to consistently deliver high quality customer service in a professional manner

&ndash; Taking initiative in a proactive manner to improve own and team work practices

&ndash; Good communications skills both orally and verbally

&ndash; Multitasking skills

If you are interested in one of those positions please let us know at the following e-mail address:

ioana.matei@salesconsulting.ro! Also if you want to recommend someone we would be glad to

receive their application!