

Locuri de munca pentru vorbitori de limba croata

luni, 30 iulie 2012

Sykes este un lider mondial în oferirea de solutii de management al relatiilor cu clientii. Este o companie de tip BPO (Business Process Outsourcing). Avem peste 80 de locatii, in 20 de tari si lucram pentru companii foarte mari din Top 500 Fortune, care activeaza la nivel mondial in industrii extrem de competitive, cum ar fi domeniul medical, servicii financiare, tehnologie, domeniul tehnic, etc. Dac dorici s aflaci mai multe detalii suplimentare despre noi puteci vizita site-ul nostru la urmatoarea adresa: www.sykes.com

Pentru Romania, sediul nostru este la Cluj Napoca si printre serviciile de suport tehnic pe care le oferim din aceasta locatie, se numara si oferirea de suport tehnic in limba croata pentru unul dintre clientii nostrii. Momentan recrutam pentru o pozitie de Customer Support Representative - limba croata.

Va multumesc foarte mult pentru timpul acordat.

Va doresc o zi frumoasa!

Teodora Cri_an

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In continuarea acestui e-mail gasiti anuntul pentru acest post. Rugamintea mea ar fi aceea de a-l posta pe site-ul d-voastra:

I am SYKES. Real People. Real Solutions.

This email and any files transmitted with it are confidential and intended solely for the use of intended recipient(s). If you received this email in error, please notify the sender and delete it.

Apply now for a Customer Support Representative position in SYKES Cluj!

SYKES is a global leader in providing outsourced customer management solutions and services. We serve mainly the leading Fortune 500 corporations. Worldwide we have over 40,000 employees. I am SYKES. Are you?

www.sykes.com

Customer Support Representative – Croatian language

Location: Cluj Napoca, Romania

Type of the job: Indefinite period of time

RESPONSIBILITIES AND END RESULTS

- To respond to all customer enquires within given timescales, efficiently and effectively.
 - To develop and maintain a full technical knowledge of Samsung products and services.
 - To be able to recognise when a problem or query should be transferred to another department or a more senior member of staff.
 - To deal with all correspondence as requested/required.
 - Logging of all calls accurately and in line with procedure.
 - Responsible for maintaining and updating all administration.
- To consult product manuals, to be able to advise customer of appropriate options / solutions.

EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED

- Native or Proficiency in Croatian language Good English skills
- Good English skills
- Previous experience or aptitude for Customer Service.
- Good organizational skills.
- A working knowledge of MS Word / Excel
- Excellent communication skills and the ability to remain calm in all situations.
- Ability to work on own initiative and under pressure in order to achieve deadlines.
- Ability to adapt to a continuously changing environment and procedures.

WE OFFER:

- the opportunity to work in a dynamic environment, in an ambitious and talented team
- professional training, opportunities to develop your carrier and to grow in Sykes

- Friendly and multicultural work environment