

## Job Description

**OFFER CODE:** JO 135/CBT\_PT\_CC\_1/CC1/Polish-Speaker/Greece | **STARTING DATE:** going on process

**ROLE:** Technical Support Agent – Polish + bilingual proficiency in one more European language

**COUNTRY:** Greece

**LOCALITY:** Athens

**VACANCIES:** 5

**JOB POSITION:** Agent Level

**Business Unit:** WOOX

### 1. Scope

- To receive inbound calls, emails and chats from wOOx existing consumers requiring product support in Polish and one more EU language.
- To provide superior product support to end-users.
- To maintain, analyze, troubleshoot, and attempt repair of all wOOx products.
- To investigate errors and problems; perform root cause analysis in effort to provide permanent resolutions.
- To ensure that call returns to clients are completed in a timely fashion (per commitments) and consumer issues are resolved.
- To follow-up with consumers within a 24-hour period in regards to the initial phone call when applicable, if only to touch base and let consumer know inquiry is still being researched/resolved.
- To communicate clearly and effectively with consumers.
- Effectively and efficiently to manage length of calls ensuring minimum consumer inconvenience.
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### 2. Required Skills/Experience

**Educational level:** High School diploma or equivalent

**Specializations:**

**Technical accreditations and specializations:** with experience at least 3 MONTHS in similar position (technical support & customer service)

**Minimum years of experience:**

**Languages and language level:** Native Polish; Fluent in English + bilingual proficiency in one more European language

### 3. Other Requirements

#### Prerequisites

- Graduates of High School (preferable: College, University)
- Native or fluent Polish speakers
- Fluent English (Proficiency level) + **bilingual proficiency in one more European language**
- Good Knowledge of PC (hardware, software, internet)
- Windows, MS Office Suite,
- Excellent communication skills
- Strong team spirit
- Passionate about customer services
- The training is going to be in English, 8 hours daily, will last for about 3 weeks and will begin asap.

### 4. Responsibilities

- Strives towards customer retention and loyalty, fully supporting the customer to achieve a successful outcome to his/her enquiry.
- Follows standard diagnostic procedures with an emphasis on handling the most frequently asked questions as effectively as possible, recognizing more complex problems and escalating accordingly

- Provides basic to moderately complex support to all customers on the client's products, systems, peripherals and software, in some cases, using communication skills to direct customers to third parties or other locations for further support.
- Logs calls from customers into the customer relationship database and follow escalation procedures to resolve problems.
- Tracks and follows cases to ensure that they closed in an efficient and timely manner.
- Provides and maintain strong, professional relationship with all of the client's customers and show empathy for our customers at all times.
- Follows Contact Centre procedures and ensure availability to take calls, adopting the call handling procedure and code guidelines.
- Provides feedback on a daily basis to the Team and ACMs on new/emerging issues that have identified and work to proactively highlight areas that need to be improved.
- Be positive and proactive and have a desire for positive improvement in quality.
- Takes on board feedback and adapt skills accordingly.
- Other duties as assigned.

## 5. Contract

Job Type Contract:	Gross Salary:	Other Benefits:	Date:
Fixed term contract 12 months  Working hours is 8 hours per day/5days per week Working hours based on client's needs , mainly Monday – Friday: 09:00 – 21:00 10:00 – 19:00 On Sunday	Salary : 1.100,00€ gross monthly salary Bonus 100€ in ticket restaurant vouchers after successful completion of the training	Travel Expenses: Paid by our client;  Accommodation: Our client offer the first 15 days of stay in Hotel, during this time will have a company looking for accommodation according to your expectations.  The company also offers Greek lessons, free Real Estate Agency fee & other Benefits.	