

## Job Description

<b>OFFER CODE:</b> JO 80/CBT_PT_CC_1/CC1/Dutch-Speaker/Greece	<b>STARTING DATE:</b> going on process
<b>ROLE:</b> Technical Support Dutch	
<b>COUNTRY:</b> Greece	<b>LOCALITY:</b> Athens
<b>VACANCIES:</b> 10	
<b>JOB POSITION:</b> Agent Level	
<b>Business Unit:</b> HP	

### 1. Scope

- To ensure client satisfaction by offering specialized advice
- To actively listen and pay attention to client issues
- To resolve client queries and problems according to the TP values

### 2. Required Skills/Experience

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

Specializations:

Technical accreditations and specializations: **with experience at least 1 year in similar position (technical support & customer service)**

Minimum years of experience:

Languages and language level: **Fluent Dutch; Very Good knowledge of English**

3.

### 3. Other Requirements

#### Technical Skills:

- Advanced Knowledge of PC (Hardware, Software, Internet)
- Advanced knowledge on Ms Office
- Typing Speed : 17 words/minute
- Use of production tools
- Use of Internet
- Client's Logging System

#### Soft Skills:

- Language skills
  - Fluency in English
- Active Listening
- Handling Difficult Calls
- Inbound Phone Statistics
- Systems & Technology Use
- Technical Support
- Good Problem Solving Skills
- Strong troubleshooting skills
- Knowledge of tools used for troubleshooting

#### Commitment

- Have a commitment to company's values and regulations
- Attendance and punctuality

- Commitment to Quality
- Generate customer loyalty while supporting the services through a strong customer focus and promoting a commitment to excellence.
- Through telephone contact, be the name and face representing
- Advise customers and respond to customer inquiries.
- Use communication and analytical skills to provide mutually beneficial problem resolution.

#### 4. Responsibilities

- To respond and record consumer enquiries/questions raised through free phone lines for customers.
- To maintain accurate data input of consumer enquiries, questions and feedback on the customer services database.
- To ensure client complaints are dealt with and logged in line with the company's complaints escalation policy.
- To provide a high level of customer service to clients at all times.
- To ensure all support calls and (when applicable) emails are answered and resolved within the agreed SLAs and logged appropriately.
- To work effectively as part of a team, developing effective and supportive relationships with colleagues.
- To troubleshoot through the use of open questions, support documents and system training.
- To have a sound knowledge of all products and services, understanding their use and functionality.
- To be able to offer recommendations to common problems or frequently asked questions.

#### 5. Contract

Job Type Contract:	Gross Salary:	Other Benefits:	Date:
Fixed term contract  Working hours is 8 hours per day/5days per week Working hours based on client's needs , mainly Monday – Friday: 09:00 – 21:00	Salary : 1100€ Monthly performance bonus 0-100€	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.	