

## **PROCUREMENT JUNIOR AGENT WITH GERMAN**

### **REQUIREMENTS:**

- **Very good command of German** (written and spoken)
- Very good command of English (written and spoken)
- Good knowledge of MS Office
- Experience in Customer Service will be an asset
- Customer service orientation
- Problem solving and analytical skills

### **RESPONSIBILITIES:**

- Getting to know the buy/order support process, procedures and standards on basic level
- Determining requirements by working with German and English speaking customers
- Answering inquiries by clarifying desired information - searching independently for information in all available systems and documentation, locating, and providing information
- Resolving problems by clarifying issues - participating in research and exploring of answers and alternative solutions; participating in solutions implementation; escalating unresolved problems
- Fulfilling service requests - completing transactions; forwarding requests
- Maintaining customer service database by entering information on regular basis
- Deciding urgency of an inquiry by predefined criteria
- Cooperating with other team members and with 2nd Level Support in order to provide the best service

### **WE OFFER:**

- Challenging work in an international environment under highest standards
- Attractive benefits and bonus system
- Friendly work environment
- Opportunity to work with people from different cultures and nations
- Language skills development opportunities

Prosimy o dopisanie: "Wyrażam zgodę na przetwarzanie moich danych osobowych dla potrzeb niezbędnych do realizacji procesu rekrutacji" (zgodnie z Ustawą z dnia 29.08.1997 r. o Ochronie Danych Osobowych /t.j. Dz.U.2016 r. poz. 922/)

**Zapraszamy do aplikowania przez stronę :**

**<https://www.testhr.pl/pl/offer/5463>**

