

1. Kategoria oferty: Praca
2. Temat/ stanowisko pracy: Customer Service Junior Specialist
3. Nazwa firmy/ organizacji: Accenture
4. Lokalizacja/ miejsce pracy: Promienistych 1, The Astris Office Building Kraków
5. Branża: Customer service 6. Pełny opis oferty: What do we expect from you?
 - Proficient English verbal and written
 - Strong drive for results and the ability to manage multiple initiatives simultaneously
 - Ability to deal with and react effectively to demanding SLA-driven - environment without compromising quality or efficiency
 - Professional and confidential demeanor to ensure that data is handled sensitively and confidentially
 - Strong attention to detail and a well-organized, structured approach to work and good communication skills

What will you do:

- Work with delivery team to ensure time results
- Identify and respond to customers' requests
- Ensure all queries are processed as per SLA's (Service Level Agreements) and KPIs (Key Performance Indicators) which are set out for the team
- Take ownership of customers' issues ensuring end to end service with an emphasis on excellent customer satisfaction and attention to detail
- Demonstrate an in-depth knowledge of products and services offered by the client

7. Osoba kontaktowa: Katarzyna Bialecka

8. Numer telefonu: 48 22 4641468

9. Adres e-mail: joinoperations.pl@accenture.com

10. Adres www: https://www.accenture.com/pl-en/careers/jobdetails?id=R00004956_en&title=Customer+Service+Junior+Specialist