

## **Job Posting Title**

### **Consumer Care Specialist with German**

#### **Job Description**

At AB InBev, **Challenge Accepted isn't just a phrase; it's an attitude!**

That's because we're the world's largest brewer, with iconic brands like Stella Artois, Corona and Samson.

We're a team of curious individuals who see every challenge as a new opportunity to do something incredible. We're resourceful people who thrive and take ownership of our success. Because we're owners, we take results personally.

We are searching for Consumer Care Senior Specialist to join our team in Prague! **We dream big, seek new challenges and push the boundaries of what's possible!**

#### **Job purpose**

- Ensure operational coverage for business as usual consumer requests, focusing on marketing and commercial requests across different channels and touchpoints (phone, email, websites, social media).
- Improve consumer journey in contact models as well as consumer satisfaction and loyalty
- Work in a quick changing environment
- Ability to assist consumers questions, doubts and handle different levels of complaints in a proactive and effective way
- Ensure consumers onboarding and loyalty by resolving issue, analyzing insights and trends and share those with all relevant stakeholders from different departments
- Prioritizing cases, address properly each issue by ensuring alignment and communication with all stakeholders
- Ensuring balance between consumer, customer and ABI objectives
- First level resolution for any consumers questions, doubts and complaints focusing on S&M
- Follow up of project, communication issues and initiatives which might impact consumers experience and onboarding
- Providing support and data visibility to other departments (ex. CXC for customer related topics and Connection for social media) while leading consumer related actions (task follow up, proper training, project support)
- Build solid trust and relationship between consumers, country and CXC Prague

#### **What we expect**

- Undergraduate degree in economics or related field of relevant experience
- Able to work on own initiative, prioritize workload effectively and follow up on projects
- Basic experience with working in FMCG company or in project environment is an advantage
- Consumer/Customer mindset
- Analytical and problem solving skills
- Result oriented and Team player
- Advanced excel and powerpoints skills
- Use of Salesforce or Social Studio is a plus
- Fluent English and German in speaking, reading and writing
- Knowledge of other languages is a plus

#### **We also offer great Benefit & Perks package!**

- Benefits for you and your family to help your physical and mental health
- Competitive parental leave and pension contributions (2,5%)
- 25 days holidays per year
- Employee benefits to help your physical and mental health and overall wellbeing (Accident, Health and Luggage insurance, discounted services like HP Market, Multisport Card, GS Pharmaceuticals, etc.)
- A beer allowance to enjoy our brands

- Meal vouchers
- Employee networks to support diversity and inclusion
- Annual Bonus
- 26 weeks paid leave for primary caregivers
- 'Return to Work' programme

**What you can expect from us:**

In this role, you'll have the potential to transform our business and your career. You'll get the support and mentor you need to succeed. We're a meritocracy, with plenty of room for growth and development, so you know your hard work will be rewarded. We encourage you to think big and go after your goals. You'll get to be creative, work with international teams so you can build a global network and have direct control over your career and where it takes you.

*As the leading global brewer, we are committed to bringing people together for a better – and more equal – world. A more equal world starts when everyone can thrive. At AB InBev we value the diversity of cultures, perspectives, skills and experiences within our workforce and we strongly encourage women, people of colour, LGBTQ+ individuals, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply.*

**If this sounds like the incredible opportunity you've been waiting for, apply today.**