

## **CX Front Office Sr Specialist**

### **Purpose of the Job**

The purpose of the role is to deal with customers complaints and questions, provide information about products and services, coordinate and follow up the actions via calls, e-mails or customer platforms.

### **Business environment**

#### **Main characteristics:**

- Work in a quick changing environment
- Ability to work in multiple applications
- Prioritizing workload in order to ensure daily targets are achieved
- Intensive use of different (several) SAP systems and other local systems
- Intensive use of New Voice Media
- Intensive use of Salesforce (Ticketing tool)

#### **Key dimensions:**

- KPIs (key performance indicators): operational KPI defined for the process
- Targets: personal targets, internal or external client satisfaction, department budget
- Support business unit target achievement
- Respect of SLA's (service level agreements)

#### **Key contacts:**

- External Customers
- Cross-functional teams in ZCC Prague (Bonus Management, Credit Management, Logistics etc.)
- Field Sales & Key Account Management teams
- Teams from Global Capability Center (GCC)

### **Accountabilities**

#### **Be part of Customer Support Team**

- Receive questions/information requests and identifies the contact's specific needs (via call or ticketing tool)
- Research the contact's issue/question in the knowledge database, interpret guidelines/procedures, and identify the best solution/answer
- Either answers the contact's question/information request or work with the contact to resolve their issue. Document the request and answer/resolution
- Escalate the issues to the manager or subject matter expert if issue cannot be resolved
- Participate in the projects to support the various business areas

#### **Build Relationships with Customers**

- Maintain a positive, empathetic and professional attitude toward customers at all times
- Manage the customer complaints with the sense of urgency
- Knowing our products and processes inside and out so that you can answer questions
- Responding promptly to customer inquiries through various channels
- Keeping the tracker of customer interactions, transactions, comments and complaints
- Providing the feedback on the efficiency of the customer service process
- Ensure customer satisfaction and provide professional customer support

#### **Systems/ Performance Metrics/ Enhancements**

- Develop working knowledge of Sales Force.com to propose changes and improvements of Customer Experience (any other) platform
- Run reports to analyse issues and implement improvements within Customer Service
- Analyse key performance metrics

### **Qualifications and Technical competencies required**

#### **Education**

- High school

#### **Experience**

- Experience with Customer Service model
- Commercial background would be an advantage

**Behavioral Competencies**

- Work in a multi-cultural environment
- Highly customer & service-oriented mindset
- Highly results focused
- Team player
- Lives the company's values
- Good communication skills
- Responsibility and reliability
- High level of accuracy and attention to the details
- Hands-on mentality & pro-active attitude
- Ability to work independently and learn fast

**Technical Competencies:**

- Excel skills
- Salesforce.com experience would be an advantage

**Language skills**

- Fluent German in speaking, reading and writing
- Fluent English in speaking, reading and writing