

We are looking for a:

Customer Experience Specialist

...to help us build a future with IT

RESPONSIBILITIES

- Maintain and follow up on Quality related procedures the company must use to provide service to customers
- Implement and change procedures/workflows to gain best performance meantime cutting down on mistakes
- Review and evaluate Quality of cases and communication
- Report on User Satisfaction surveys per customer/individual
- Perform any additional tasks which will improve of Quality of provided service to Customers

REQUIREMENTS

- Excellent communication skills – both written and verbal as well as interpersonal and relationship building skills
- Must be a team player. Ability to achieve results through influencing and motivating others
- Strong analytic and decision making abilities
- Ability to take charge and plan work to ensure that all tasks are managed accordingly

WE WILL PROVIDE YOU WITH



International and fast pace environment



Covered telephone expenses



Endless training and growth opportunities



Modern office with free parking



Company events and an active social life



Company covered health insurance

Monthly salary (Gross):
970.00 EUR -1265.00 EUR

TP2B

THE
PLACE
TO BE