

Customer Service Representative with French and English Language

16378BR

Job Description

IBM Global Services Delivery Center in Wroclaw employs IT professionals across all sectors. This site is fast becoming a “Centre of Excellence” in key areas of the global technology industry. Few places offer as many opportunities to gain knowledge in your field, to work in a stimulating environment and rewards for outstanding performance as IBM. IBM can provide the perfect setting for your career and freedom to enjoy a rich personal life.

The Customer Service department in Wroclaw is a multicultural and multilingual environment where employees support major international clients with all IT requests in different languages in 24/7 service!

Job responsibilities:

- Be available to receive any new calls at start of shift
- Ensure consistent productivity and quality of service
- Meet SLAs and individual KPIs, maintain customer satisfaction
- Ensure that all tickets are logged and assigned according to the account's procedures
- Handle any frontline technical queries and fix or log them appropriately accurately reflecting content of the call
- Handle and assist second level teams with problem determination
- Escalate queries when required to appropriate personnel
- Minimize outbound call duration and quantity
- Monitor ticket queues
- Apply end to end ticket and call handling expectations of account
- Escalate any issues as soon as they arise to the appropriate contact
- Identify knowledge management gaps and drive closure

Requirements:

- Basic IT literacy and willingness to learn
- High communication skills, customer attitude
- Responsiveness and flexibility, Teamwork skills, High motivation, Learning skills
- 24/7 shift environment (including nights, weekends and holidays) – if required

Employment benefits:

- The successful candidate will have the opportunity to work in one of Europe's emerging markets (Poland),
- The successful candidate will work in a motivating multicultural environment gaining exposure to many areas of the business across the IBM Wroclaw Site

Additional Benefits:

- Trainings and certifications
- Private medical package and insurance package
- Multisport Card
- Working on international projects in multicultural teams
- Good to be an IBMer discounts
- Cinema & trips for IBMers
- Language classes
- Summer camps for children

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