



## Oferta pracy

**Nr referencyjny:** 3493/18/PS

**Nazwa firmy:** Capgemini Polska

**Opis:** Capgemini is one of the world's foremost providers of Consulting, Technology and Outsourcing services, enables its clients to transform and perform through technologies. Present in more than 40 countries, Capgemini employs over 120000 people worldwide. The Polish division of Capgemini employs more than 6000 people in Katowice, Krakow, Warsaw, Wroclaw, Poznań and Opole, and is growing fast.

**Stanowisko:** Italian Customer Service Advisor

**Kategoria stanowiska pracy:** Sprzedaż/Obsługa klienta

**Lokalizacja:** Polska, śląskie, Katowice

**Typ pracy:** praca stała

**Rodzaj umowy:** umowa o pracę: umowa na czas nieokreślony

**Obowiązki:** After an induction training you will be able to:

- handle incoming phone calls/ e-mails from customers regarding technical issues related to everyday usage of a computer
- analyze and resolve most common enquiries using step-by-step solutions provided to you
- deliver high quality standard service to customers
- cooperate with IT specialist team to deal with more complex issues

**Wymagania:**

**Języki:**

- angielski - B2 - ponadśredniozaawansowany
- włoski - C1 - zaawansowany

**Dodatkowe wymagania:** Before you start our induction training we will check if you have:

- **fluent knowledge of Italian**
- **Very good knowledge of English**
- pro client attitude and communication skills
- basic experience in Windows 7 and MS Office
- customer service experience (is an asset but is not necessary)
- team player, problem solving attitude and efficient task management skills

**Warunki pracy: What we offer**

- Work in multinational company for c.a. 100 Blue Chip Clients - known, global brands, supported by 6000 professionals in 30 languages
- Clearly defined career path (experts or managers), wide range of trainings - over 20 000 online trainings and books also available at home, trainings in classroom, funding for learning foreign languages
- You will learn best practices and global business from Capgemini experts. Over 900 certificated professionals in the field of e.g. ITIL, VMware, Citrix, Oracle Database
- You will work in an inspiring atmosphere. We work together and celebrate together - Capgemini Theatre, employee volunteer program, integration events, sports events (basketball, volleyball) - everyone will find something for themselves!
- In addition to the salary you will receive attractive benefit package (medical care for whole family, life insurance). You can recommend friends in Referral Program and collect awards!
- Our offices are conveniently located with "Bicycle-friendly" certificate! As a disabled person you will get professional support. We are open to provide assistive technologies for people with diverse disabilities. We care about inclusion and equal rights approach. We conduct disability awareness trainings. Join our Win with Capgemini Program for people with disabilities.

**Typ aplikacji:** CV

**Kontakt:** e-mail: joanna.topolska@caggemini.com

**Komentarz:** Interested Candidates are invited to apply online or send CV to **recruitmentIS.pl@caggemini.com**

Please include reference number : **BK/Italian/CSA/KTW** in the subject of your message.

Please be advised that Caggemini Poland Sp. z o.o. located in Warsaw, Al. Jerozolimskie 96, is the controller of personal data provided by you in the recruitment applications. Your personal data will be processed in accordance with the Personal Data Protection Act of 29 August 1997 (Journal of Laws 2002, No. 101, item. 926 with further amendments) for the purpose of existing and future recruitment processes. Please be advised that in scope of recruitment process your personal data will be processed by the controller and sub-processors located outside European Economic Area including India's entity. Data processing might include voice recording. Data submission is voluntary. Every person has the right to access their data in order to correct it or delete it"

Please include following statement in your application:

"I hereby authorize Caggemini Poland Sp. z o.o. to process my personal data included in my job application for existing and future recruitment processes (in accordance with the Personal Data Protection Act of 29 August 1997, Journal of Laws 2002, No. 101, item. 926 with further amendments). I also authorize Caggemini Poland Sp z o.o. to sub-process my personal data outside European Economic Area including India's entity, which may also include Caggemini's clients within and outside of EEA."

We protect your privacy. We kindly inform you that we contact only chosen candidates. The recruitment process is conducted in accordance with the principles of equal treatment in employment, Labor Code, Chapter IIa, Art. 183a- 183e.

**Data oferty:** 05-04-2018

**Data ważności:** 19-04-2018