



## Oferta pracy

**Nr referencyjny:** 9632/18/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:** Portuguese 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
- portugalski - C1 - zaawansowany

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

- **very good Portuguese language skills both verbal and written (Brazilian dialect will be an asset)**
- **good English language skills**
- 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:** • 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: [recruitmentIS.pl@cpgemini.com](mailto:recruitmentIS.pl@cpgemini.com)

**Komentarz:** Interested Candidates are invited to apply online or send CV to [recruitmentIS.pl@cpgemini.com](mailto:recruitmentIS.pl@cpgemini.com)  
Please include reference number : BK/Portuguese/CSA/KTW in the subject of your message.

**Data oferty:** 17-10-2018

**Data ważności:** 23-10-2018