



DDC MLS d.o.o. Sarajevo

Customer Service Advisor for German language

Handling incoming social, email, chat from existing customers, dealing with any enquiries they may have, striving for a

first contact resolution.

Responding to all enquirers in a professional, courteous and friendly manner.

Build rapport with the customer to provide a best in class customer service experience.

Maintaining customer information and records in line with the DPA and our internal Information Management Security

processes.

Any other duties in line with business requirements

Call Centre experience using social, email, chat (desirable)

Excellent use of English language, both verbal and written (minimum levels: B1/B2).

Excellent use of German both verbal and written.

IT literate

Excellent customer care skills.

Excellent understanding and interpretation of written German language.

Excellent written English.

Excellent speaking and listening skills.

Good teamwork skills and the ability to work unsupervised.

The ability to work quickly and under pressure.

A professional attitude when dealing with customers.

Being flexible and adaptable.

Excellent spelling and grammar.

Knowledgeable in the retail industry.

A genuine passion for helping others.

Ability to work to targets.

Key Responsibilities:

Experience:

Knowledge and skills:

Location: Sarajevo/ Banja Luka

DDC MLS is part of the DDC Group, which employs more than thousands of employees located in 13 locations around the world.

DDC Group provides its services in the global market with incomparable structure and consistency of its business.

DDC MLS currently has an open position for the position Customer Service Advisor for German language in Banja Luka/

Sarajevo!

Customer Service Advisor for German language

posao@ddcmls.com

www.ddcmls.ba

DDC Multilingual Solutions

387 (0) 51 262 910

If you are interested to join our team, we encourage you to share your background, interests and ambitions with us. All interested in this position

can apply by sending CV on email: posaobl@ddcmls.com (Banja Luka) or posao@ddcmls.com (Sarajevo)

Lokacija: Sarajevo, Banja Luka

Datum objave: 07. Feb 2023.

Datum isteka: 09. Mar 2023.