

Customer Service Employee (Czech Slovak market)



Locatie **Noord-Holland, Amsterdam**
<https://www.advertentieX.nl/x-916728-z>

Functieomschrijving

For a large webshop in Venlo we are looking for a Czech/ Slovak speaking Customer Service Employee.

You must love improvement! Because you will be the person handling divers administrative tasks and providing your feedback in order to improve our quality and efficiency in our CS department. You will make this a success because you are a due diligent person. You make it your goal to resolve cases, balancing customer satisfaction and business goals. You are sincerely interested in providing the best possible solution. Your colleagues and our Customer Service Training will get you up to speed. It makes you happy to work in an enthusiastic multilingual team within a dynamic and rapidly growing company.

What you will do?

You are responsible for the remote monitoring of the quality of our different locations and teams; Monitoring and analyze the replacement, refunds; Handle difficult cases such as escalation and safety cases; Handle returns, claims on our different sales channels such as Amazon, eBay, Bol.com; Divers administrative tasks and outbound activities.
 Must have

your Czech/ Slovak verbal and written skills are flawless; your English verbal and written skills are very good. You do not have to speak Dutch to speak to our clients. You are known for your systematic personality. You are eager to work with colleagues and are motivated and available for 35-40 hours per week.
 Are you looking for a dynamic international company that values your customer passion and wants to learn? Are you looking to work in a team with colleagues who think big and are eager to take on fresh challenges? Take the opportunity to meet and work with a team of professionals with diverse cultural backgrounds who also have a few things in common: Ambition, fun and excellent skills.

Want to join this company? We are looking forward to receive your application!

Uiteraard is dat deze vacature open voor zowel mannen als vrouwen.



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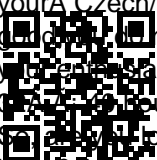
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Sollicitatieprocedure

Om te reageren op onze vacatures voer je eenmalig je gegevens in. Hierdoor maak je automatisch een account aan op Mijn Randstad. Vanuit Mijn Randstad reageer je voortaan snel en eenvoudig op vacatures, kun je je gegevens beheren, je sollicitaties of salaris bekijken en nog veel.