



**biuro doradcze**

specjalista w zakresie rekrutacji  
najlepszych specjalistów

Do you want to take your first serious career steps? Are you looking for new challenges?  
Working for a global leader in digital ads, originating from California sounds appealing to you?

Do you speak German, Spanish or Portuguese fluently?

If the answer is yes, we have something for you!

We are looking for ambitious, hardworking, and client-oriented people for the position of Client Service Agent, who will join the office located in Krakow city-center.

This position gives you opportunities for a quick development and a good kick-off for your career. If a dynamic work-environment doesn't scare you, you have some experience in customer service and are fluent in German, Spanish or Portuguese, hesitate no further and send us your CV!

## **JUNIOR CLIENT SERVICE AGENT**

miejsce pracy: Cracow, nr ref.: JCSA/25/09/20

### **Obowiązki na stanowisku pracy:**

- liaising with Sales Representatives to collect all necessary business collaterals
- assisting clients using: German, on the morning shift; Spanish (service for Spain and spanish-speaking South American countries) or Portuguese (for Portugal and Brazil) on the evening shift regarding IT, cloud and advertising services, inform them and guide, whenever needed
- setting up advertisers account on the internal platform, managing it and updating with all necessary data
- troubleshooting and communicating solutions to issues with services or escalating them further
- providing the highest level of service to ensure clients satisfaction.

### **Od kandydatów oczekujemy:**

- minimum 0,5 year experience in client service
- excellent written and verbal communication skills in German, Spanish or Portuguese or more
- knowledge in Google tools (Docs, Sheets, Slides, etc.)and/or understanding of digital advertising platforms
- ability to multitask in a fast-paced environment
- logical reasoning and problem-solving skills
- basic rapport-building and active listening skills
- understanding tag implementation, experience with Salesforce.com is a plus.

### **Oferujemy:**

- personal development in a young, international environment
- attractive salary, based on your work performance
- possibility for further professional development.

Wszystkie zainteresowane osoby prosimy o przesłanie aplikacji na adres e-mail:

**[hr@biurodoradcze.pl](mailto:hr@biurodoradcze.pl)**

lub listownie, na adres:

**BIURO DORADCZE**  
**skrytka pocztowa nr 13**  
**60-977 Poznań 49**

wraz z nr referencyjnym

Dziękujemy za nadesłane aplikacje. Kandydatom do pracy zapewniamy całkowitą dyskrecję.

Dodatkowe informacje można uzyskać telefonicznie pod nr tel. 0601 562 134

W CV prosimy o dopisanie następującej klauzuli: "Wyrażam zgodę na przetwarzanie moich danych osobowych dla potrzeb niezbędnych do realizacji procesu rekrutacji (zgodnie z ustawą z dnia 29.08.1997 roku o Ochronie Danych Osobowych Dz.U. nr 133, poz. 883 z późn. zm.)"