



## Job vacancy: CSR Online Advertising Specialist – Italian Speaker in Poland

**Number of available position:** 6

### **General information:**

Location: **Poland, Krakow**

Form of employment: **full time**

Type of contract: **6 months**

### **Job description:**

As Customer Service Representative you will be providing high quality technical customer assistance to the Client's customers. You will support end users of online advertising, applications or hardware through existing and new support channels.

Key Responsibilities:

- Help customers work systematically through technical problems and help customers understand the features and benefits of new products that best meet their needs;
- Take ownership of on-going customer issues from start to successful completion, with an emphasis on excellent customer satisfaction and attention to detail;
- Successfully troubleshoot and resolve data issues through research and investigative measures;
- Source customer information, create accounts and verify if all information is valid from inception to completion;
- Manage customer queries through a number of Forums, Email, Chat and Phone.

### **Requirements:**

- ✓ **General requirements:**
  - EU28 + Norway or Iceland citizenships
  - Residence in a EU28 country + Norway or Iceland (outside Poland)
  - Registered on EUJOB4EU Platform with a complete CV in English
- ✓ **Language knowledge:**
  - Italian mother tongue
  - Advanced level of English (minimum B2/C1 level)
  - Third language verbal and/written skills an advantage.



✓ **Other specific requirements:**

- Experience working with direct consumers in B2C environment, B2B as a plus (preferably 1 year experience in a customer service related field);
- Local cultural market knowledge;
- Strong communication skills with a proactive and positive approach to tasks, excellent written communications skills;
- Strong research and information analysis approach, with a high level of attention to detail;
- Proven ability to deal with problems and solve them effectively, “Follow Through” with the ability to resolve issues from start to finish;
- Very customer service focused, able to deal with customers in a friendly and polite manner;
- Keen interest in Social Media platforms recognizing value of customer visibility, feedback & reviews.

**ISCO Profile requested:**

Customer services clerks  
Client information workers  
Contact centre information clerks

**Procedure to participate in the selection:**

To participate in the selection it is necessary to be **registered on EUJOB4EU Platform:** [www.yourfirsteuresjob.eu/eujob4eu](http://www.yourfirsteuresjob.eu/eujob4eu)

The CV inserted must be written in English and COMPLETED in all the fields.

Once you are registered and you have COMPLETELY filled in your CV, please send an **email to [info@yourfirsteuresjob.eu](mailto:info@yourfirsteuresjob.eu)**, indicating “CSR Online Advertising Specialist – Italian Speaker - Poland” in the object.

Only candidates registered, with a complete CV and responding to the requirements will be contacted for the selection.