



Job vacancy:

Head of Customer Service

Number of available position: 1

General information:

Location: **Czech Republic - Praha**

Form of employment: **full time**

Type of contract: **Permanent**

Net yearly wage (Euro): **from 23.000**

Job description:

International company with headquarters in Prague is looking for experienced candidate to replace Head of CSR who is leaving for maternity leave.

CSR is our key point of contact for all global clients, representatives currently speak 12 languages and are based in 2 countries.

Key responsibilities:

- Develop and maintain strategy the team will use to reach its goal
- Communicate clear instructions to team members
- Motivate and inspire team members
- Facilitate problem solving and collaboration
- Listen actively and effectively and provide feedback to staff and manager
- Create/follow reports to update on the team progress
- Provide any training that team members need
- Dealing with current and new clients
- Handling complaints (from both staff and customers)

Requirements:

- ✓ **General requirements:**
 - EU28 + Norway or Iceland citizenships
 - Residence in a EU28 country + Norway or Iceland (outside Czech Republic)
 - Registered on EUJOB4EU Platform with a complete CV in English
- ✓ **Language knowledge:**
Fluent English + 1 more language (additional language would be an advantage)



- ✓ **Other specific requirements:**
 - Experience on team leader position
 - Experience in customer service
 - Communication skills
 - Listening and observation skills
 - Ability to solve problems

ISCO Profile requested:

ISCO 1	42 – Customer services clerks
ISCO 2	422 – Client information workers
ISCO 3	4229 - Client information workers not elsewhere classified

Procedure to participate in the selection:

Deadline to present your candidature: **31/10/2017**

To participate in the selection it is necessary to be **registered on EUJOB4EU Platform:**
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**
pjandal@dendax.com and in copy to **eures_fvg@regione.fvg.it**, indicating “**Head of Customer Service – Czech Republic**” in the object.

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