

Polish speaking IT service desk agent (part-time/full-time)

Why this role matters

Transcom is a global customer experience specialist, providing customer care, sales, technical support and credit management services through our extensive network of contact centers and work-at-home agents. We are 26,000 customer experience specialists at 50 contact centers across 22 countries, delivering services in 33 languages to international brands in various industry verticals.

What You'll Be Doing

- Become an expert and provide an outstanding experience to our customers
- Assess the nature of product or service issues and resolve basic to complex support problems for customer inquiries received via email and phone (and occasionally live chat)
- Use a variety of modern communication channels to offer the best possible service
- Administratively process the customer experience cases via different computer applications

What we would like to see on your CV

- **Fluent language skill in Polish and English**
- Exceptional writing and speaking abilities to provide clear and empathetic customer support through email and live chat
- Must demonstrate strong communication and interpersonal skills
- Requires basic software knowledge
- Must be able to efficiently manage multiple projects and tasks at the same time
- Secondary school is required

Competencies Valued

- Displays passion for and responsibility to the customer
- Displays innovation in everything you do
- A strong drive to complete tasks
- Displays personal and corporate integrity

What we offer

- Work experience in an international company and multilingual team
- Excellent atmosphere, friendly and diverse environment, teamwork
- Team building events and after-work activities
- We believe the health and happiness of our people are central to our success as a business – to achieve this we offer free fruit days and office massage.
- Internal training and career opportunities
- Flexible work environment and working schedule

Place of work: Budapest XI

If you are interested in the position, please visit our career site:

<https://hu.transcom.com/en/open-positions/polish-speaking-it-service-desk-agent>