

Customer Service Representative with Spanish and English IBM Delivery Centre Poland in Wrocław

Job description

IBM Global Services Delivery Center in Wrocław employs IT professionals across all sectors. This site is fast becoming a “Centre of Excellence” in key areas of the global technology industry. Few places offer as many opportunities to gain knowledge in your field, to work in a stimulating environment and rewards for outstanding performance as IBM. IBM can provide the perfect setting for your career and freedom to enjoy a rich personal life.

The Customer Service department in Wrocław is a multicultural and multilingual environment where employees support major international clients with all IT requests in different languages in 24/7 service!

Job responsibilities:

- Be available to receive any new calls at start of shift
- Ensure consistent productivity and quality of service
- Meet SLAs and individual KPIs, maintain customer satisfaction
- Ensure that all tickets are logged and assigned according to the account's procedures
- Handle any frontline technical queries and fix or log them appropriately accurately reflecting content of the call
- Handle and assist second level teams with problem determination
- Escalate queries when required to appropriate personnel
- Minimize outbound call duration and quantity
- Monitor ticket queues
- Apply end to end ticket and call handling expectations of account
- Escalate any issues as soon as they arise to the appropriate contact
- Identify knowledge management gaps and drive closure

Requirements:

- Basic IT literacy and willingness to learn
- High communication skills, customer attitude
- Responsiveness and flexibility, Teamwork skills, High motivation, Learning skills
- 24/7 shift environment (including nights, weekends and holidays) – if required

Employment benefits:

- The successful candidate will have the opportunity to work in one of Europe's emerging markets (Poland),
- The successful candidate will work in a motivating multicultural environment gaining exposure to many areas of the business across the IBM Wrocław Site,

- Employees can avail of the E-learning self study facility, free language classes & the IT Lab.
- Possibility to learn and grow in all other areas like soft skills, leadership, project leadership
- Obtaining training certificates
- Relocation assistance
- Medical Plan by co-funded by IBM,
- Transparent career path and potential to growth within leading company in IT
- Pension and life insurance
- Employee stock purchase plans
- Referral programmes
- Whatever you want from your career you can achieve with IBM.

Required

- Bachelor's Degree
- English: Intermediate
- Spanish: Fluent

Preferred

- Master's Degree in Information Technology

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https://jobs3.netmedia1.com/cp/faces/job_summary?job_id=GTS-0787413

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