



**Hemmersbach** provides IT services globally. With more than 4,000 permanent employees in 40 subsidiaries we offer our services in over 190 countries worldwide.

## Customer Service Representative with German

**LOCATION:** Wrocław/ Bielany Wrocławskie

### YOUR TASKS:

- Monitoring and analysing the tickets in internal systems
- Active communication with our technical teams, local management, onsite engineers and customers via the phone and e-mail
- Data validation, analysis and reporting
- Analyzing and solving problems related to hardware

### OUR REQUIREMENTS:

- Very good German and English language (speaking and writing)
- Readiness to work on a daily basis as well as quickly re-prioritize tasks
- Effective communication skills and ability to work in a team
- Openness to learn new things – technical vocabulary and issues from printing area
- Very good organizational and analytic skills
- Readiness to work on shifts (between 08:00 am and 06:00 pm)

## YOUR BENEFITS:

- Reliability: a secure job position in an exponentially growing international company
- Variety: exciting projects and challenges within your own responsibility
- Team Spirit: strong team spirit and a great working atmosphere in a friendly team
- Openness: Direct and informal communication even at management level
- Active Contribution: room to implement your own ideas quickly
- A socially responsible employer: not only continuously commercially successful but also who provides a sense of purpose: Hemmersbach Rhino Force is our environmental protection organization and Hemmersbach Kids' Family - project we help children across the globe who live in poor conditions
- Career Opportunities: Great possibilities for professional, personal and language training
- Initial Help: buddy programme to help you get started, a welcome pack included
- **A package of co-funded benefits:** lunches and multisport card, private health care as well as life insurance for you, your partner and family members
- Other conveniences like: free coffee, tea, a parking area access and company bus from the centre of Wroclaw

**Would you like to join our team? Please send your CV in English.**

**[rekrutacja@hemmersbach.com](mailto:rekrutacja@hemmersbach.com)**

Please add a statement:

„I hereby give consent for my personal data included in my application to be processed for the purposes of the recruitment process under the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).”

„I hereby give consent for my personal data included in my application to be processed by Hemmersbach also for the purposes of further recruitment processes.”