



Manpower is a worldwide innovative forerunner and leader in the field of employment through the provision of services and workforce management solutions for clients and helping people in their career development with the aim of understanding the needs of the clients and candidates in the changing world of work.

On behalf of our client, renowned global corporation, Manpower Serbia is searching for a motivated candidate to take the challenge and to successfully fill the position of:

## Customer Care Consultant

**Location: Belgrade**

### **Your tasks:**

- Provide first call resolution for all customer enquiries through application of technical expertise and set of standardize high quality customer service
- Achieve individual and team goals
- Follow and track new processes and technologies in order to keep up and sustain the highest level of continues improvement
- Constantly track the development of new products, services and guidelines to guarantee precise information and accurate application
- Conduct in a manner that ensures data protection and confidentiality for both internal staff and customers. Follow company regulatory requirements
- Perform other tasks assigned by Supervisors and Managers

### **Your Profile:**

- Secondary level of education
- All courses in reservation and ticketing are considered to be a benefit
- It's desirable for the post holder to have any experience in customer service or similar position
- Knowledge of contact center operations is a benefit
- Excellent verbal and communication skills

- Fluency in German is required
- Fluency in English is considered advantage
- High level of computer skills is required

### **The selection process is taking place NOW!**

**If you speak German, or other European language, consider yourself an appropriate candidate for this opportunity. We invite you to send your CV/resume to [rastko.radulovic@manpower.rs](mailto:rastko.radulovic@manpower.rs) or call **063/296-172** for more information.**

Direct application on the link below: <https://www.directch.com/KnowALanguage>

Manpower is an Equal Opportunity Employer and considers applicants for all positions without regard to gender, marital status, and national origin, age, creed, religion, race, color, ancestry, and sexual orientation, physical or mental disability.

All applicants will be informed and shortlisted candidates will be invited for an interview.