



**Trizma** is a trusted Business Process Services (BPS) provider for some of the leading global companies, in industries such as financial services, IT, health care, and aero-space industry. Founded in 2002, our 3 growth pillars are: service innovation, customer excellence and a consultative approach to process efficiency.

We respect and we grow our human capital. We offer our own ecosystem a strong foundation which represents an international working environment with its own dynamic. We are consistent in growing a quality professional environment which recognizes the importance of each action.

## Field Service Coordinator – Polish Language

**Field Service Coordinator** works in a very dynamic, multilingual and customer oriented business environment. Position is responsible for the proactive planning of all incoming work order allocations received within a specific geographic territory or Customer responsibility; position is also responsible for ensuring that all available resources are effectively utilized and predefined service levels are consistently achieved and contractual agreements met.

### **Languages required:**

- **POLISH LANGUAGE** – Fluent

### **Key Areas of Responsibility:**

- Support the activities of the Customer Engineers (CEs) assigned to this position within a particular geographic region or territory; Plan, prioritize, assign, and monitor all open work orders for CE's, ensuring the prompt delivery of service to meet our contractual terms and conditions;
- Responsible for identifying and escalating to the Team Leader or the Territory Manager, or the correct person, any situation that will cause a work order to exceed the specific contractual response or fix time; Gathers problem information and records data in desktop tools
- Working with other Service Coordinators when the movement of engineers across territory boundaries is necessary to fill any skill or resource shortfall
- Maintaining effective and timely communication with engineers, obtaining regular progress updates for outstanding work orders, and handling all messages that are required to be transmitted to CE's within the territory; Scheduling customer installation activity

### **Candidate profile and qualifications:**

- Knowledge of **Polish** and **English language**
- Excellent communication skills
- High level efficiency, problem solving attitude, precision and attention to detail
- Responsible with good organizational skills
- Well-developed computer skills

### **Trizma is offering:**

- Long term employment opportunity for best performing candidates

- Performing services for a multinational company
- Dynamic and responsible position
- Chance for a professional and personal development
- Advancement opportunity
- Paid training

Follow the link and apply <http://www.trizma.com/working-at-trizma/>