

Combining high intellectual base in Serbia with expertise, experience and partnering network developed through successfully serving large corporate clients since 2002., **Trizma** is positioned to become Serbia's central point for providing high quality near-shoring Contact Centre and BPO solutions to markets around the world.

Starting cooperation with a globally recognized multinational company, **Trizma** is looking to hire high language skilled candidates to provide quality support to different European markets, on the following position:

Account Support

Key areas of responsibility:

- Working hours will be afternoon hours to coordinate with customer and account team availability. May need to adjust as account responsibilities dictate.
- Excellent communication and analytical skills to interface directly with the customer, organizations and technicians.
- Responsible for ensuring contractual obligations with the customer are met on a work order and systems basis; Coordinates activities associated with product/service resolution issues.
- Communicate specific SLA (service level agreement) requirements to international locations; Actively assist in SLA commitments including running the SLA monitoring tool daily; Analyze account-specific subcontractor performance and match to SLA requirements for compliance.
- Provide information to the other departments; Update the Account Support Plan as required
- Assist with determining Out-of-Scope services rendered to the customer; Attend vendor and customer meetings when required
- Ensure that the customer uses the proper primary escalation contacts
- Isolates problems and creates resolution plans; Logs problem resolution/maintains databases
- Support the resolution of known software problems to be fixed in later releases
- Prepare standard reports to ensure SLA is represented accurately
- Perform analysis on all penalties for all client service delivery contracts subject to penalties
- Run Standard and ad hoc Reports; Gather information for the Critical Care Process when needed; Ensure customer data integrity in the system for service delivery, billing and customer reporting
- Work with customer help desks on specialized SLA management activities, when normal processes are failing; Maintain customer relations and observe customer process change
- Assist with accounts receivable management

Candidate profile:

- **English language** - fluent
- Fast-paced, team environment working with internal networks and the external customer; Daily job responsibilities may change based on customer need; Maintain and update knowledge/skills through training and development opportunities
- Demonstrated proficiencies with Microsoft Office Suite software
- Responsible with good organizational skills; Highly motivated with team spirit

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

If you are challenged with this position and confident that you are the right candidate please send your CV in **English** to hr@trizma.com