

Trizma smart sourcing is a leading Serbian BPTO company. **Trizma's** mission is to work closely in partnership with its clients in order to *discover, develop and deliver services to the end clients with the "soul service" way based on Trust and Dedication*. In 11 years of existence **Trizma** provides innovative solutions based on Lean process optimization and applying leading technologies and know how. These include Cross Industry Solutions, Industry Specific Solutions and Tailor Made Solutions from the identification of customer need, government and management consulting, design of the solution, planning and implementation and management of operation.

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

FIELD SERVICE COORDINATOR

Position in Belgrade

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:

German	Russian	Polish and Czech
Romanian	French	Greek
Italian	Spanish	Hungarian
Dutch and Danish	Turkish	Swiss German/French

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 **English language**
- Advanced spoken and written skills for at least one of the languages selected
- Excellent communication skills
- High level efficiency, problem solving attitude, precision and attention to detail
- Responsible with good organizational skills
- Highly motivated with team spirit
- 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

If you are confident that you are the right candidate for this challenging position, please send your CV in **English** on hr@trizma.com