



**Trizma Smartsourcing** is the leading BPTP company with headquarter in Serbia. Trizma is serving over 43 clients around the clock in 17 major international languages and operating through our cost and energy efficient state of art service locations. Our mission is to work closely with our clients in order to discover, develop and deliver services based on integrity and trust. Trizma sustainable guarantees are:

- ✓ More than 12 years of progressive long-term growth
- ✓ Direct access to leading innovative technologies and highly educated talent pool
- ✓ International delivery capabilities already supporting key clients across three continents
- ✓ ISO-9001 certified quality standards of operation in a every single business account
- ✓ Regional proximity and business practices expertise guaranteeing client satisfaction

## FIELD SERVICE COORDINATOR

**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
- 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/>