

# Customer Service Specialist with German

Clariant is a globally leading specialty chemicals company, based in Muttenz near Basel/Switzerland. On December 31, 2014 the company employed a total workforce of 17 003. In the financial year 2014, Clariant recorded sales of CHF 6.116 billion for its continuing businesses. The company reports in four business areas: Care Chemicals, Catalysis & Energy, Natural Resources, and Plastics & Coatings. Clariant's corporate strategy is based on five pillars: increase profitability, reposition portfolio, add value with sustainability, foster innovation and R&D, and intensify growth.

Due to expansion of our Shared Service Centre in Łódź we are looking for:

## Customer Service Specialist with German

### Responsibilities:

Service Desk Agent is responsible for direct contact with Clariant suppliers and internal customers from entities in German speaking countries. Employee holding this position is obliged to provide information based on current accounting data. Service Desk Agent acts in close cooperation with Account Payable Team in frames of which exist this post. Replies on ad hoc queries and scheduled activities should be maintain in reliable and professional way to build positive image of our organization among all customers.

### Specific tasks:

- Assisting internal and external customers in solving problems and incidents;
- Answering internal and external customers' queries related to company liabilities;
- Providing support to the Company's employees;
- Maintaining positive relationships with internal and external Clients.

### Requirements:

- Minimum certificate of secondary education (preferably a University degree);
- Experience in are similar position customer service;
- Basic knowledge of accounting would be an advantage;
- Excel, Word and Outlook professional working competency;
- Highly developed communication skills;
- Strong motivation to work;
- Knowledge how to set priorities;
- Ability to work under pressure.

### Language Skills:

- **German: Very good written and spoken;**
- **English: Very good written and spoken;**

### We offer:

- A rewarding challenge to develop skills in the financial area;
- An opportunity to be part of a team with great enthusiasm for the business and for delivering top class financial service;

- Work with talented and highly professional colleagues, in a culture that is collaborative, respectful and committed to your professional development;
- Career development within our organization;
- Benefits such as gym membership, private health care.

If you are interested in this position please send your Curriculum Vitae in English:



We reserve the right to contact only selected applicants.

Please include the following passage into your application: "I hereby agree for my personal data, included in my job application, to be processed in line with the needs of recruitment, in accordance with the Law on Personal Data Protection of 29 August 1997 (Law Gazette from 2002, No.101, heading 926, as amended)."