

CAPITA

Europe's largest
outsourcing company.
Be part of it!



Capita is the UK's largest business process outsourcing company hiring almost 75 000 staff across UK, Europe, India and South Africa. Our goal is simple: to help our wide range of public and private sector clients improve service to their customers.

Capita Poland, with two Business Centres in Kraków and Łódź, hires almost 900 employees. We deliver multilingual business services that range from managing complex processes to more specialised support. That provides our employees with the opportunity to work for various clients and develop expertise in many disciplines.

Given our expansion plans and exciting new projects, Capita is currently recruiting for the position of:

Junior Customer Operations Specialist with German

As Customer Operations Specialist you will:

- Effectively manage incoming telephone and e-mail customer's queries
- Provide product/services information and resolve any emerging problems that our clients might face with accuracy and efficiency
- Assist with placement of orders, refunds or exchanges
- Identify and assess customer's needs to achieve satisfaction
- Communicate in positive manner with team members and business partners

You are a perfect candidate if you:

- Are fluent in **German** (both spoken and written)
- Are fluent in **English** (both spoken and written)
- Have strong phone contact handling skills and active listening
- Have a 'Can do' attitude
- Have excellent communication skills

What we can offer you:

- Ability to work in international and multilingual environment
- Flexible working hours
- Possibility to work part time
- Great atmosphere
- Training and development programme
- Private medical insurance
- Multisport card
- Attractive social benefits

If you are interested in applying for this role please send your CV to
rekrutacja@capitacustomersolutions.ie

Refer to the **German Junior Customer Operations Specialist** position in your e-mail.

We kindly inform you that we contact only chosen candidates. In your application please include the following statement:
"I hereby authorize you to process my personal data included in my job application for the needs of the recruitment process (in accordance with the Personnel Protection Act 29.08.1997 no 133 position 883)".