

**Do you speak Swedish or Norwegian or Danish or Dutch? Join our team in Bratislava!  
(Customer Care Representative)**

Information about the position

Place of work: Fazul'ová 7, 811 07 Bratislava

Contract type: full-time

Job description, responsibilities and duties

We are looking for Swedish/Norwegian/Danish/Dutch speaking candidates for our Global Business Centre in Bratislava.

**Order Fulfillment Specialist - Large Enterprise & Public Institutions (EMEA)**

Be a part of End-to-End team based in Bratislava with main focus on handling logistic and manufacturing issues for Large Enterprise and Public business for EMEA.

Order Fulfillment team is responsible for overseeing the orders from In-Production (IP) stage up to the delivery to the customer (POD).

**Customer Care Representative - Large Enterprise & Public Institutions (EMEA)**

The Customer Care Representative is integral to one of Dell's most important strategic initiatives, Customer Experience. The role of the Customer Care Representative is to deliver a positive customer experience, to solve situations when orders do not meet the customers' expectations, and work with internal departments to find solutions to customer issues.

**Dell Benefits**

- Meal vouchers - worth 3.5 Euros per worked day, fully paid by the Dell
- Housing Assistance - provision of allowance for moving to Bratislava
- Hire a Friend - Employee Referral Program

**Investing In Your Future**

- External language courses - reimbursed by the DELL
- E-learning, on-line courses
- Trainings and educational opportunities - based on individual career plans
- Pension Plan

**Health and Insurance**

- Health Center - possibility of higher standard services
- Collective Personal Life Insurance
- Flu vaccination for free

**Taking Time For Yourself**

- Fitness center - directly in Dell's building (expert consultation, professional trainers, aerobics)
- Sports - opportunities to join squash, basketball, tennis, football, volleyball
- 2 cafés and a modern canteen - directly in the building

- Volunteer activities - a variety of charitable efforts (such as cooperation with the National Transfusion Center, Animal, Freedom / Tree of Life organizations)
- Health Week (massages, vitamin and fruit packages, interesting lectures and presentations)

### **Discounts**

- Employee Product Purchase Plan - option to purchase Dell products at advantageous prices for employees
- Practical Discounts (from 10%-40%) on various products and services - banks, beauty salons, travel agencies, shops, theatres etc.

### **Requirements for the employee**

#### Required education

- Secondary with school-leaving examination
- Follow-up/Higher Professional Education
- University education (Bachelor's degree)
- University education (Master's degree)
- Postgraduate (Doctorate)

#### Language skills:

- Norwegian - advanced or Swedish - advanced or Danish - advanced or Dutch - advanced

#### Personality requirements and skills

- High-level fluency in English and Swedish/Norwegian/Danish/Dutch - both written and verbal
- Strong verbal and written communication skills
- Demonstrate problem solving, organizational and solid communication skills
- Good call/ email handling skills
- Basic analytical skills
- Experience in Outlook, Excel

#### Abilities:

- Excellent Customer Focus
- Patience and empathy in conflict situations
- Strong team player - enthusiastic, with the ability to self-motivation in pressurized environment.
- Drive for results and processing accuracy and quality of work
- Strong interpersonal skills, ability to work and manage the variable workload Familiarity with own agent reports - actual to targets

### **Company address**

#### **Dell s.r.o.**

Fazuľová 7 [Megjelenítés térképen](#)

811 07 Bratislava

Slovak Republic

<http://www.dell.com/careers/slovakia>

**Contact**

Contact person: Marek Simun

E-mail: [send CV](#)

Apply here: <https://dell.taleo.net/careersection/2/jobdetail.ftl?lang=en&src=SNS-102&job=11001SN5>

---

**Billing Dispute Management Specialist/English Teacher in Bratislava**

**Scope of responsibilities:**

- The mission of the AT&T Business Solutions - Customer Care is to resolve queries and disputes, related to invoicing and contracting, in an accurate and timely manner establishing and rectifying the root cause to prevent recurrence
- The role is very much that of a 'Problem Solver', an aptitude to assimilate data from various sources, having confidence in the use of technical tools and standard Microsoft software, accompanied with strong communications skills, will lead to success in this role
- The successful candidate will be able to demonstrate problem solving, time and conflict management behaviours and have a strong respect for process. Excellent written and oral English Language skills are essential in AT&T's international work environment as are team working skills
- The role is ever changing, with its responsibilities expanding in line with the needs of the business and its changing service offerings / associated tool sets. The successful candidate should be enthusiastic toward, and committed to, improving their own skills set in the area of AT&T's services and billing systems
- The role of English Teacher is to deliver classes to his/her colleagues within Dispute Management Team (around 25 people) during working-time in AT&T premises

**Responsibilities:**

- Solving disputes related to invoicing and contracting
- Rectifying the root causes to prevent recurrence
- Working actively with both internal and external AT&T resources to identify problems and taking appropriate steps to correct them
- Planning, organizing and implementing an appropriate instructional program focused on the need of the Dispute Management Team
- Planning, preparing and delivering lessons and workshops for groups and individuals
- Designing and producing teaching materials and adapting existing materials
- Carrying out assessments of students' needs; assessing students' progress
- Attending team meetings; attending and contributing to training sessions
- Providing mainstream language support
- Collaborating with supervisors and managers

**Other benefits**

- Extended meal voucher contribution
- Compensation for income loss due to sickness

- Special occasion contribution (marriage, child birth)
- Sports and cultural benefits
- Various discount
- Group Life Insurance

### **Requirements for the employee**

#### **Required education**

University education (Master's degree)  
Postgraduate (Doctorate)

#### **Specialisation, field:**

Masters in English Language, economic, humanities, engineering

#### **Language skills:**

English - advanced

#### **Experience in the position/sector:**

1

#### **Personality requirements and skills**

- University education - Masters Degree in English Language preferred
- English Teaching experience
- Fluent English language communication skills are required including proficient writing ability
- PC literate with experience of a range of software packages.
- Ability to work to tight deadlines while maintaining output quality
- The ability to interact on the phone with customers and their peers during problem determination process. Prior experience interfacing directly with customers, project managers and internal organizations is desired
- Flexible, analytical mind, problem solver, stress resistant, team player

Apply here: <https://attglobal.avature.net/slovakia/JobDetail/Bratislava-Slovakia-Billing-Dispute-Management-Specialist-English-Teacher/1927>

---

### **Logisztikai adminisztrátor Táltos Reklám Kft. partnere**

#### **Munkahelyi információk**

- **A munkavégzés helye:** Ausztria, Budapest
- **Munkaidő:** teljes munkaidő

#### **Feladatkör, kompetenciák és felelősség**

Budafoki székhellyel rendelkező szállítmányozási-logisztikai cég keres **tárgyalóképes németnyelvtudással logisztikai adminisztrátort.**

Megfelelés esetén ausztriai munkavégzés lehetséges. Tapasztalat nem szükséges. Pályakezdők jelentkezését is várjuk.

**Feladatok:** Betanulás után fuvarokmányok feldolgozása, iktatása, számlázás, stb.

### **Szükséges végzettség**

középfokú végzettség érettségivel

### **Az állásajánlat alkalmas pályakezdő számára:**

Igen

### **Feltételek:**

- érettségi
- magas szintű számítógép kezelési és alkalmazási ismeretek
- gyors gépírási ismeretek (tíz ujjas vakon gépelés)
- tárgyalóképes német nyelvtudás

### **Előny:**

- saját gépkocsi
- felsőfokú végzettség
- más idegen nyelv ismerete

Megbízható, önálló munkavégzésre alkalmas, lojális kollégát keresünk.

### **Információk a kiválasztási folyamatról**

**Magyar és német** nyelvű önéletrajzát **kézzel írt** formában, **fénykép** mellékelésével kérjük elküldeni, az alábbi címre:

Postacímünk: 1780 Budapest, Pf. 4. Jelige: szállítmányozás

E-mail cím, ahova beszoktelt formában kérjük: asszisztens0427@gmail.com

---

**Fuvarszervező diszpécser**  
**Táltos Reklám Kft. partnere**

### **Munkahelyi információk**

- **A munkavégzés helye:** Ausztria, Budapest
- **Munkaidő:** teljes munkaidő

### **Feladatkör, kompetenciák és felelősség**

Budafoki székhellyel rendelkező szállítmányozási-logisztikai cég keres **tárgyalóképes németnyelvtudással fuvarszervező diszpécsert**.

Megfelelés esetén ausztriai munkavégzés lehetséges. Szakirányú végzettség, tapasztalat nem szükséges. Pályakezdők jelentkezését is várjuk.

### **Szükséges végzettség**

középfokú végzettség érettségivel

### **Az állásajánlat alkalmas pályakezdő számára:**

Igen

### **Egyéb feltételek:**

- tárgyalóképes német nyelvtudás
- érettségi

- saját gépkocsi
- felhasználói szintű számítógépes ismeretek

**Felvételnél előnyt jelent:**

- felsőfokú végzettség
- más idegen nyelv ismerete
- műszaki ismeretek

Megbízható, önálló munkavégzésre alkalmas, lojális kollégát keresünk.

**Információk a kiválasztási folyamatról**

**Magyar és német** nyelvű önéletrajzát **kézzel írt** formában, **fénykép** mellékelésével kérjük elküldeni, az alábbi címre:

Postacímünk: 1780 Budapest, Pf. 4. Jelige: szállítmányozás

E-mail cím, ahova beszakennelt formában kérjük: [asszisztens0427@gmail.com](mailto:asszisztens0427@gmail.com)

---

**Italian speaking Customer Service Representative - Ostrava**

Information about the position

Place of work: Czech Republic

Contract type: full-time

**Job description, responsibilities and duties**

Do you speak English and Italian? Do you want to find a job where you can use these languages in daily communication? Are you excited to work in multi-cultural environment where you can make friendship with people from different cultures?

We can provide an excellent possibility for these!

We are seeking for Customer Service Representatives for our client, who is a well-known and stable employer on the Ostrava's job market.

Your daily job is to handle phone calls from native Italian or English speaking customers and solving problems and also escalate their IT related issues to the technical team. During the process you are entering everything into the system and making a good cooperation with the technical team. You are the main contact person between the customer and the technical team, so you must understand perfectly the customers' requirements and maintain a good relationship with them.

You must have a very good Italian and English language knowledge with confident using during work. You don't need previous work experience, but you should be a customer oriented person with excellent communication skill.

Our customer can provide a competitive salary on the Ostrava's market and also supporting the relocation. You will have an extensive training and also on-the-job training which helps you to be confident in your job.

This possibility is excellent for fresh graduates and also for those who has experience in customer service or administration roles and want to join to a new company.

To apply for this excellent possibility, please send your CV in English to us!

Our client is a stable company on the Ostrava´s market, who is providing technical support for their telecommunication client.

### **Required education**

Secondary with school-leaving examination  
Follow-up/Higher Professional Education  
University education (Bachelor's degree)  
University education (Master's degree)  
Postgraduate (Doctorate)

### **Skills Language skills:**

English - advanced and Italian - native speaker

Company address

Hays Czech Republic, s.r.o.

Moravské nám.3 602 00 Brno

Czech Republic

<http://www.hays.cz>

Contact person: Maria Marczy

E-mail: [send CV](#)

---

## **FRENCH SPEAKING CUSTOMER SERVICE REPRESENTATIVE-OSTRAVA**

French speaking Customer Service Representative-Ostrava

Hays Czech Republic, s.r.o.

Information about the position

Place of work: Czech Republic

Contract type: full-time

### **Job description, responsibilities and duties**

Do you speak English and French? Do you want to find a job where you can use these languages in daily communication? Are you excited to work in multi-cultural environment where you can make friendship with people from different cultures?

We can provide an excellent possibility for these!

We are seeking for Customer Service Representatives for our client, who is a well-known and stable employer on the Ostrava´s job market.

Your daily job is to handle phone calls from native French or English speaking customers and solving problems and also escalate their IT related issues to the technical team. During the

process you are entering everything into the system and making a good cooperation with the technical team. You are the main contact person between the customer and the technical team, so you must understand perfectly the customers' requirements and maintain a good relationship with them.

You must have a very good French and English language knowledge with confident using during work. You don't need previous work experience, but you should be a customer oriented person with excellent communication skill.

Our customer can provide a competitive salary on the Ostrava's market and also supporting the relocation. You will have an extensive training and also on-the-job training which helps you to be confident in your job.

This possibility is excellent for fresh graduates and also for those who has experience in customer service or administration roles and want to join to a new company.

To apply for this excellent possibility, please send your CV in English to us!

The company is a stable employer on the Ostrava's market, which providing telecommunication service for their client.

### **Required education**

Secondary with school-leaving examination  
Follow-up/Higher Professional Education  
University education (Bachelor's degree)  
University education (Master's degree)  
Postgraduate (Doctorate)

### **Language skills:**

English - advanced and French - native speaker

Company address  
Hays Czech Republic, s.r.o.  
Moravské nám.3 602 00 Brno  
Czech Republic  
<http://www.hays.cz>  
Contact person: Maria Marczy  
E-mail: [send CV](#)

---

**Hebrew and English language skills needed for administrative position - administrative worker (Ref. No.: 6\_2012) in Bratislava**

### **Job description, responsibilities and duties**

Are you looking for an opportunity to start up your career in a dynamic environment in a big IT company?

This is an excellent chance for you to be a part of a well-established team with good career



prospects.

### **You will be responsible for**

- supporting IBM's customers, sales force and business partners from initial sales support through contract signing, delivery, invoice and revenue collection.
- preparation and management of hardware, software and services contracts, the management of the end to end order process for IBM's business partners and customers, as well as reporting and invoicing activities
- supporting of customers, business partners and IBM counterparts in these countries.

This is an exciting opportunity to join one of IBM's expanding teams

### **Salary offered (gross)**

by agreement

### **Start date**

by agreement

### **Other benefits**

- start up trainings
- possibility to choose from 3000 e-learning courses
- annual performance bonus payment
- special IBM discounts
- bank offers
- recommend a friend bonus 750 EUR for recommending successful candidate
- international environment
- sick leave compensation
- 3 self-recovery days per year (paid days off)
- 3 extra vacation days
- laptop
- temporary accommodation - if you need to relocate to Bratislava
- luncheon vouchers 3 EUR (employee's contribution 0,73 EUR)
- Orange discounts - mobile phone, internet, TV services
- personal diners card

### **Contract type**

full-time

### **Information about the selection process**

Please write down in the mail subject the title of the position you would like to apply for.

Also, please attach the following text to your CV:

„Osobné údaje vyplnil priamo uchádzač a dal súhlas spoločnosti Manpower Slovensko s.r.o. so spracovaním jeho osobných údajov, uvedených v tomto dokumente, pre účely sprostredkovania zamestnania a uloženia do databázy uchádzačov o zamestnanie na dobu jedného roka, alebo do písomného odvolania v zmysle Zak. c. 428/2002 Zb. o ochrane osobných údajov, v znení neskorších predpisov.“

### **We are recruiting for this job on behalf of our client**

IBM, one of the biggest international companies in IT Technologies

**Required education**

Secondary with school-leaving examination  
Follow-up/Higher Professional Education  
University education (Bachelor's degree)  
University education (Master's degree)

**Specialisation, field:**

economic, humanities, IT

**Language skills:**

English - advanced **and** Hebrew - intermediate

**The position is suitable for a fresh graduate**

Yes

**Personality requirements and skills**

- team members are expected to communicate with customers
- proactive approach
- team player
- able to work under stress
- communication skills
- knowledge of another language is an advantage

**MANPOWER SLOVENSKO s.r.o.**

Lazaretská 8 [Megjelenítés térképen](#)  
811 08 Bratislava  
Slovak Republic  
<http://www.manpower.sk>

Contact person: Kristína Štrbáková

Tel.: 0905755789

E-mail: [kristina.strbakova@manpower.sk](mailto:kristina.strbakova@manpower.sk)

---

**Vendor Contact Management Associate at Amazon in Bratislava****Job description, responsibilities and duties**

Amazon.com strives to be Earth's most customer-centric company where people can find and discover virtually anything they want to buy online. By giving customers more of what they want - low prices, vast selection, and convenience - Amazon.com continues to grow and evolve as a world-class e-commerce platform. Amazon's evolution from Web site to e-commerce partner to development platform is driven by the spirit of innovation that is part of the company's DNA. The world's brightest technology minds come to Amazon.com to research and develop technology that improves the lives of shoppers and Vendors around the world.

The Vendor Contact Management Associate acts as the primary interface between Amazon

and our business partners. The Vendor Contact Management Associate will be responsible for providing timely and accurate operational support to Merchants selling on the Amazon platform. The successful candidate has an immediate, distinct effect on the experience of customers of Amazon, making a strong record of customer focus a high standard for the role. A Vendor Support Associate is expected to address chronic system issues, provide process improvements, develop internal documentation, and contribute to a team environment, all while adhering to service level agreements for phone and/or email cases.

LOCATION: Bratislava

LANGUAGE REQUIREMENTS: Advanced German and English or Italian and English

### **Responsibilities**

- Demonstrates effective, clear and professional written and oral communication.
- Provides prompt and efficient service to Amazon Vendors and Merchants including the appropriate escalation of Vendors' issues.
- Builds Platform and business knowledge to better serve Vendors
- Maintains a positive and professional demeanor always portraying the company in a positive light and effectively managing sensitive issues.
- Demonstrates excellent time-management skills and the ability to work independently knowledge while using departmental resources, policies and procedures.
- Contributes to a positive team environment and proactively aids team members with difficult contacts as needed.
- Maintains acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.
- Actively seeks solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channel including improvement suggestions.
- Liaise with other departments such as Customer Service, Merchant Investigations, or Payments teams as required to resolve Vendor's issues and questions.

### **Requirements for the employee**

#### **Required education**

Secondary with school-leaving examination

Follow-up/Higher Professional Education

University education (Bachelor's degree)

University education (Master's degree)

Postgraduate (Doctorate)

#### **Language skills:**

German - advanced **or** Italian - advanced

#### **Computer skills - user:**

Microsoft Excel - advanced

#### **The position is suitable for a fresh graduate:**

Yes

#### **Personality requirements and skills**

- English language in combination with Italian or German language on advanced level
- Combination of three language is big advantage (English, German, Italian and French language)
- Experience within a customer service environment preferred. Desire to expand skills into new areas.
- Technical (Computers & Internet) savvy is required. Business acumen in areas of e-commerce and retail.
- Committed seller advocate, drive process & tool improvements.
- Enthusiasm and strong self-motivation.
- Strong prioritization and time management skills, with a high degree of flexibility.
- Embrace constant change with flexibility and good grace.
- Demonstrate appropriate sense of urgency for contact response time in the face of variable workflow.
- Demonstrates effective communication, composure, and professional attitude
- Exemplary performance record, particularly with regard to quality & productivity
- Desired skill-sets include MS Office Application Excel and Internet Explorer / Mozilla Firefox.

### **Information about the selection process**

Expected date of completion of the selection process: 31 October 2012

In case of interest, please send your resume to [cybratislava@amazon.com](mailto:cybratislava@amazon.com)

### **International Conference Coordinator Fleming Europe**

- **Place of work:** Mlynske Nivy 71, 821 05 Bratislava
- **Start date:** asap
- **Contract type:** full-time

### **Job description, responsibilities and duties**

Do you like ORGANIZING things?

As International Conference Coordinator you will be responsible for overall organization of our events, including CONFERENCES, WEBINARS and TRAININGS.

Do you FOLLOW each action up to SINGLE detail?

Then you will have the chance to present your abilities, adaptability and drive.

Do you want to be part of YOUNG INTERNATIONAL team?

You will be working closely with other company departments to ensure smooth organization of the events.

Is your ENGLISH FLUENT and your COMMUNICATION skills EXCELLENT?

Do you like traveling with intensive program?

If you answered yes to the previous questions, we just have a job right for you.

**Responsibilities:**

- Planning & realization of given projects
- Negotiating agreements & rates with hotels and travel agencies
- Maintaining communication with speakers, vendors, and participants
- Coordinating and monitoring event timeline
- Reviewing and analyzing evaluations
- Assistance in preparing a variety of publications, materials, and programs for events

**Other benefits**

- Young and friendly international team
- Build knowledge and experience in the top industries
- Traveling couple times a year to Europe's most attractive locations
- Working environment supportive of new ideas

**Required education**

University education (Bachelor's degree)

University education (Master's degree)

Postgraduate (Doctorate)

**Language skills:**

English - expert (interpreting)

**Personality requirements and skills**

- Written and spoken English
- Highly developed organizational skills
- Excellent communication skills
- Attention to Detail
- A self-motivated, responsible person
- Ability to work in a high paced environment
- Willingness to travel

**Information about the selection process**

Please send your CV and motivation letter in ENGLISH.

**Company address****Fleming Europe**

Mlynske Nivy 71 [Megjelenítés térképen](#)

821 05 Bratislava

Slovak Republic

<http://www.flemingeurope.com>

**Contact**

E-mail: [send CV](#)

---

## **SOS! CUSTOMER SERVICE REPRESENTATIVE – POLAND**

Munka típusa: Telefonos munkák, Call center, Informatikai és mérnöki munkák, S.O.S. – Azonnal kezdhető munkák, Nemzetközi munkalehetőségek

Munkavégzés helye: Wrocław - Poland

Megye: Külföld

Feladat: The Customer Service Representative is responsible for handling incoming customer inquiries (phone, e-mail, live chat) and supporting end users of online advertising, applications or hardware. The questions may concern: strategic advice, technical issues, billing and payment issues.

Fizetés: Competitive salary based on experience and competences

Munkaidő: Full time (40 hrs)

Feltételek: Fluency in one of the following languages: Hungarian, Czech or Slovak; very good English language skills (C1); computer literacy, excellent written communication skills; experience in working with direct consumers, call centre experience will be an advantage; commitment to customer's needs, proactive and positive approach to the customers issues; multitasking skills; technologically capable, fond of new technology and internet trends

Jelentkezés: Sümeghy Lilla munkatársunknál. [lilla.sumeghy@eujobs.hu](mailto:lilla.sumeghy@eujobs.hu)

Egyéb infó: Starting date: as soon as possible (within a week). Benefits: interesting job giving the opportunity to use foreign languages in everyday communication and giving wide experience in customer service and knowledge of the internet industry; professional training conducted in English; friendly and supportive work environment created by a team of enthusiasts; stable job with attractive terms of contract in an international company; career opportunities within company structures; relocation allowance. Application with English and Hungarian CV at: [lilla.sumeghy@eujobs.hu](mailto:lilla.sumeghy@eujobs.hu). Subject of the e-mail should be: Customer Service Representative

---