

## Customer Service Representativ in Krakow

Our client in Poland providing services in different languages in the areas of finance, accounting, banking, procurement, customer care and marketing services.

### Feladatok / Tasks

- Would you like to work abroad to gain international professional experience?
- Do you speak English and at least one other European language? (French/German)
- Are you fresh graduate and would you like to try yourself abroad? Or do you have 1-2 years background?

### Elvárások / Requirements

- Higher education degree or experience in Customer Service or in AP/AR
- Willingness to move to Krakow!
- Excellent communication and analytical skills
- proactive and team player attitude
- PC skills and high motivation to work abroad

### Előny / Advantages

- Customer Service

### Amit kínálunk / Our offer

- Professional development in a dynamic, growing business
- Competitive salary
- Free private medical care, additional life insurance
- Excellent working atmosphere

### Pozíció területe(i) / Sectors

- **Ügyfélszolgálat / Ügyfélkapcsolat**
- Ügyfélszolgálat
- Ügyfélszolgálati képviselő

### Munkavégzés helye / Location

Krakow

### Jelentkezés módja / How to apply

Online regisztrációs lap kitöltése és önéletrajz feltöltése a Randstad [honlapján](#).

### Kapcsolattartó személy / Contact person

Tünde Lékai

+36 1 411 4034

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Das Parco San Marco liegt direkt am Ufer des zauberhaften Lago di Lugano und 15 km westlich vom jet set hideaway Lago di Como. Nach einer 18-monatigen Bauphase wurde 1999 das Parco San Marco als \*\*\*\*Superior Beach Resort & SPA eröffnet und bietet seinen Gästen auf 30.000 m<sup>2</sup> subtropischer Parkanlage 111 luxuriöse Suiten und Apartments mit atemberaubendem Seeblick für einen einzigartigen Urlaub in familiärer Atmosphäre. Das anspruchsvolle Angebot für Kinder, die schier unbegrenzten Sportmöglichkeiten mit Schwerpunkt Golf und das berauschende kulturelle Programm suchen europaweit

ihresgleichen. Die drei Restaurants stehen unter der Leitung des renomierten Chefs Fabio Peiti. 100 Mitarbeiter sorgen mit passioniertem Service für das Wohl der Gäste.

**Für die kommende Saison 2013 (Jahresstelle) suchen wir noch zur Ergänzung unseres Teams folgende Persönlichkeit:**

**Leiter Kinderclub (m/w)**

**Nur mit Erfahrung - Überdurchschnittliche Entlohnung**

Sie sind auf der Suche nach einer neuen Herausforderung und würden gerne bei der täglichen Gestaltung von einem aufstrebenden Resort, Restaurant & Spa mitwirken. Sie wollen sich verbessern, sich voll einbringen, an Entscheidungen mitwirken und Verantwortung übernehmen. Sie wollen Spaß an der Arbeit haben, gehen gerne auf Menschen zu und suchen Kontakte zu Menschen aus aller Welt. Vielleicht interessieren Sie sich auch für Gastronomie, Weine, Kultur oder Sport in ...einfach einzigartiger Umgebung? Auf jeden Fall aber lieben Sie die Rolle einer perfekten und liebevollen Kinderbetreuerin, die keine Mühe scheut, ihre kleine Gäste zu entzücken.

Sie sollten eine abgeschlossene Ausbildung in der Kinderpädagogie oder Kinderanimation, bereits Erfahrungen in der Betreuung von Kindern gesammelt und gute Deutsch- und Englischkenntnisse haben. Weitere Fremdsprachen können nur von Vorteil sein. Wir erwarten gute Umgangsformen, ausgeprägte Kommunikationsfähigkeit, teamorientiertes Auftreten, Flexibilität und die Begeisterung für ein ...einfach einzigartiges Hotel.

Wir bieten abwechslungsreiches Arbeiten in einem jungen, motivierten Team in einem der aufregendsten Hotels Europas.

**Arbeitsort:**

Italien, Lombardia

**Bewerbung:**

Wir sind gespannt auf Ihre Bewerbungsunterlagen und freuen uns darauf, Sie persönlich kennen zu lernen.

**Ansprechpartner: Frau Annalisa De Maria**

**Position: HR Manager**

**E-Mail: [parcolugano1@profession.hu](mailto:parcolugano1@profession.hu)**

**VIP-Club & Resort Hotel Management Ltd.**

P. O. Box 641

6906 Lugano, Schweiz

**Telefon: +39 0344 629111**

**Telefax: +39 0344 629112**

**Internet: [www.parco-san-marco.com](http://www.parco-san-marco.com)**

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**HEBREW SPEAKING CUSTOMER SUPPORT REPRESENTATIVE**

Sykes, global headquarters based in Tampa USA, is a rapidly growing, international leader in information management and technical support is looking for the following professional to join our Budapest Call Center. (For more information please visit our website: [www.sykes.com](http://www.sykes.com))

**Job description, tasks:**

- Respond to incoming phone calls and e-mails in HEBREW language
- Solving technical related problems
- Administration in the computer system
- Data tracking

**Requirements:**

- Fluent Hebrew language knowledge
- Excellent problem solving skills
- Good communication and stress resistance skills
- User level computer skills
- Conversational level of English
- Interest in technical field

**Other information:**

- Service hours are adjusted to the working days of Izrael!
- Cafeteria benefits, fitness possibilities

To apply, please send your CV in English to the e-mail address below.

**Jelentkezés e-mail címen: [Sykes\\_457788@client.cvonline.hu](mailto:Sykes_457788@client.cvonline.hu)**

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**IT Sales Specialist with fluent English AND Polish language (Ref. No.: MH 43)**

Our client is well known global IT company.

**Information about the position**

- **Place of work:** Bratislava
- **Contract type:** full-time

**Job description, responsibilities and duties**

Communication with customers and Business Partners in assigned territory.

Manage sales transactions primarily over the phone and via email.

Focus is on existing customers where contract needs to be renewed or a solution could be upgraded.

Explore customer needs, develop the appropriate solution and close the deal.

Manage a pipeline of sales opportunities independently and provide forecasts.

Take ownership of the complete sales and fulfillment process

**Other benefits**

Flexible working hours

Performance bonus

100% sick leave compensation

Social fund benefits

Referral program

**Company on whose behalf the position is being filled**

Information Technology

Our client is well known global IT company.

**Required education**

Secondary with school-leaving examination

**Language skills:**

English - advanced **and** Polish - expert (interpreting)

**Number of years of experience:**

2

**Personality requirements and skills**

Fluent in English AND Polish language is must!!!!

Minimum two years experience in sales role (or call center)- selling IT products or services!!!!

Strong IT knowledge.

Outstanding Communication and Negotiation skills.

Teamwork in a multi cultural environment.

Business acumen. Able to absorb professional knowledge quickly.

Tasks and Time flexibility to business demands.

Please send your CV in English language.

We will contact only candidates that fits all of our requirements.

Advertiser

**Brief description of the company**

CPL Jobs is a part of Cpl Group, leading search & selection solutions brand in Ireland.

Through acquisition and organic growth Cpl has become not only Irelands leading recruitment brand, but also one of the ten fastest growing companies in Ireland. Cpl currently has offices in Dublin, Kildare, Mullingar, Limerick, Cork, Galway, Belfast as well as London, Warsaw, Prague, Brno and Bratislava. Cpl plans to continue its growth strategy through its commitment to hiring highly intelligent, experienced and professional consultants.

The company is a holder of a licence to offer recruitment services. (9999/2004-OSS 38/2004)

**Main focus of the company's activities**

HR Consulting, Job Brokerage, Arranging Study Visits

**Number of employees**

12

**Company address**

**CPL Jobs s.r.o.**

Vysoká 14 [Megjelenítés térképen](#)

811 06 Bratislava

Slovakia

<http://www.cpljobs.sk>

**Contact**

Contact person: Mgr. Mária Hodošiová

Tel.: +421232191202

Fax: +421252631587

E-mail: [send CV](#)

[maria.hodosiova@cpljobs.sk](mailto:maria.hodosiova@cpljobs.sk)

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## **Administrative support with English + Italian**

### **Place of work**

Bratislava

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

- 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

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

by agreement

### **Start date**

ASAP

### **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.

„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, the one of the biggest international companies in IT Technologies

**Main focus of the client's activities**

Information Technology

**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** Italian - advanced

**Personality requirements and skills**

Good oral and written communication skills  
Ability to work under pressure and prioritize complex tasks and issues as required  
Self motivated, able to handle peak workloads  
Must demonstrate good teaming skills  
High personal organization and commitment to excellence  
Enthusiastic and flexible  
Ability to develop full understanding of all aspects of the department  
Good customer service, internal and external  
PC literate  
Advertiser

**Brief description of the company**

Manpower helps individuals and companies in 73 countries in the world to find their way in a floating world of work. No other agency has so much experience and proficiency. Almost 60 years on the market in the sphere of personnel services, recruitment, personnel leasing, training and consulting is a good guarantee that we can find the best solutions for you.

**Main focus of the company's activities**

HR Consulting, Job Brokerage, Arranging Study Visits

**Address**

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

Lazaretská 8 [Megjelenítés térképen](#)

811 08 Bratislava

Slovakia

<http://www.manpower.sk>

Contact person: Veronika Vrábelová

Tel.: 00421 905 493 286

Fax: 00421 2 5710 6910

E-mail: [send CV](#)

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## **Inside Sales Specialist with English and Arabic language**

### **Place of work**

Bratislava

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

We're currently looking for an Inside Sales Specialist with fluent English and Arabic language for our client company IBM that is one of the world leaders in IT Services and Consultancy.

The Inside brand sales specialist is responsible to manage sales transactions primarily over the phone and via e-mail. The focus is either on existing customers, who already own IBM products and where a contract needs to be renewed or a solution could be upgraded, or on prospects who have expressed an interest to buy from IBM and need a sales specialist to match their needs with the appropriate offering. The role requires technical product knowledge as well as the ability to communicate effectively over the phone. The Telesales role does not include cold-calling or Telemarketing tasks.

### **Responsibilities:**

Call customers in assigned territory

Explore customer needs, develop the appropriate solution and close the deal

Present IBM's value and position IBM against competitors

Manage a pipeline of sales opportunities independently and provide accurate forecasts

Take ownership of the complete sales and fulfilment process

Manage relations with Field Sales Reps and supporting functions in the IBM country organizations

Continuously broaden & deepen technical product skills

### **Other benefits**

Successful candidates can use great benefits provided by the IBM company for its employees.

The benefits support following areas:

#### **• YOUR MONEY**

Annual performance bonus payment

Subsidized meal-tickets

Special IBM discounts

Diners club - private credit card

Recommend-a-Friend – get a bonus in the employee referral program

#### **• YOUR LIFE**

Flexible working time

Three additional vacation days

Teams of young people

International environment

#### **• YOUR HEALTH**

Life Insurance  
Medical sanatorium  
Up to three self-recovery days  
100% sick leave compensation

• **YOUR DEVELOPMENT**

Long term career development and possibility of internal rotation  
Training programs - classroom based training and 5000 e-learning course

**Contract type**

full-time

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

IBM - one of the biggest international companies in IT Technologies.

**Main focus of the client's activities**

Information Technology  
Requirements for the employee

**Required education**

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

**Language skills:**

English - advanced **and** Arabic - expert (interpreting)

**Personality requirements and skills**

Language needed:  
English fluent  
Arabic native / fluent  
French , Zulu , Swahili , Afrikaans are a big advantage

**Skills needed:**

1 year minimum proven track record selling IT solutions B2B  
IT tech skills  
Advertiser

**Brief description of the company**

Manpower helps individuals and companies in 73 countries in the world to find their way in a floating world of work. No other agency has so much experience and proficiency. Almost 60 years on the market in the sphere of personnel services, recruitment, personnel leasing, training and consulting is a good guarantee that we can find the best solutions for you.

**Main focus of the company's activities**

HR Consulting, Job Brokerage, Arranging Study Visits



**Address****MANPOWER SLOVENSKO s.r.o.**Lazaretská 8 [Megjelenítés térképen](#)

811 08 Bratislava

Slovakia

<http://www.manpower.sk>

Contact person: Katarína Gašková

Tel.: 0907 720 907

E-mail: [send CV](#)

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**Inside Sales Specialist with English and Russian language****Place of work**

Bratislava

**Job description, responsibilities and duties**

We're currently looking for an Inside Sales Specialist with fluent English and Russian language for our client company IBM that is one of the world leaders in IT Services and Consultancy.

**Responsibilities:**

- Call and sell assigned brand products and solutions to customers and Business Partners in an assigned territory
- Explore customer needs, develop the appropriate solution and close the deal.
- Present IBM's value and position IBM against competitors.
- Manage a pipeline of sales opportunities independently and provide accurate forecasts.
- Take ownership of the complete sales and fulfillment process.
- Manage external Business Partner and IBM internal Field Sales and Support Functions in the country branch.
- Continuously broaden & deepen technical product skills.

**Other benefits**

Successful candidates can use great benefits provided by the IBM company for its employees. The benefits support following areas:

**• YOUR MONEY**

Annual performance bonus payment

Subsidized meal-tickets

Special IBM discounts

Diners club - private credit card

Recommend-a-Friend – get a bonus in the employee referral program

**• YOUR LIFE**

Flexible working time  
Three additional vacation days  
Teams of young people  
International environment

• YOUR HEALTH

Life Insurance  
Medical sanatorium  
Up to three self-recovery days  
100% sick leave compensation

• YOUR DEVELOPMENT

Long term career development and possibility of internal rotation  
Training programs - classroom based training and 5000 e-learning course

**Contract type**

full-time

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

IBM - one of the biggest international companies in IT Technologies.

**Main focus of the client's activities**

Information Technology  
Requirements for the employee

**Required education**

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

**Language skills:**

English - advanced **and** Russian - expert (interpreting)

**Personality requirements and skills**

Profile:

- Technical and Business understanding
- Excellent communication skills (listening, influencing, persuading)
- Proactive, willing to take ownership and initiative
- Persistent and unafraid of complexity
- Russian native speaker
- Fluent English required
- University degree preferred
- Prior sales experience preferred ( 1 - 4 years experience in sales or similar inside oriented tasks)
- Like to work in an international environment and want to progress or start their sales career in IBM.
- Project management and achievement driven attitude towards sales and work
- Comfortable selling via indirect means (Phone, Social Networks, Video, Online)

Communities)

° Work for a students organization like AIESEC and IAESTE or similar during studies is a real plus

Advertiser

### **Brief description of the company**

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### **Main focus of the company's activities**

HR Consulting, Job Brokerage, Arranging Study Visits

### **Address**

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

Lazaretská 8 [Megjelenítés térképen](#)

811 08 Bratislava

Slovakia

<http://www.manpower.sk>

Contact person: Katarína Gašková

Tel.: 0907 720 907

E-mail: [send CV](#)

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## **Customer Care Sr. Associate - English & Polish (full-time OR part-time/internship)**

### **Information about the position**

- **Place of work:** Bratislava
- **Start date:** by agreement
- **Contract type:** full-time, part-time, internship, work experience

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

GENERAL SUMMARY:

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.

Main Duties and Responsibilities:

- Service the Customer and Fix the Customer's Issue.
- Deliver results against pre-determined target metrics that measure individual, team and business performance.
- Set realistic expectations with the customer and to deliver on those expectations every time.
- Manage open customer cases until final resolution and own the customer issue and understand the customer needs
- Manage daily in-bound customer calls and emails to support pre-sales and post-sales service to customers in line with target service levels expectations set
- Manage escalations per the company process, keeping the customer informed and act on

behalf of the customer with other Dell departments to ensure satisfactory closure of all issues

- Be clear on how we want the customer to feel following their contact with Dell - important, reassured, impressed, delighted and looked after
- Ensure the proper handling of unusual or problematic situations
- Enhance the value of the positive customer experience through the knowledge, factual information and advice imparted

### **Other benefits**

#### 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.

### **Required education**

Secondary with school-leaving examination

University student

### **Specialisation, field:**

humanities, technical, engineering, IT

**Language skills:**

Polish - expert (interpreting) **and** English - intermediate

**Personality requirements and skills****QUALIFICATIONS:****Skills required:**

- High-level fluency in English and Polish - 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

**Advertiser****Brief description of the company**

Dell is the world's leading computer systems company. We design, build and customize products and services to satisfy a range of customer requirements - from the home computing needs of the individual consumer to the server, storage and service demands of the largest global corporations. We do business directly with customers, one at a time, and believe we do it better than anyone on the planet. Dell's climb to market leadership is the result of a persistent focus on delivering the best possible customer experience by directly selling computing products and services based on industry-standard technology. Revenue for the last four quarters totaled \$52 billion and the company employs approximately 100,000 team members around the globe.

**Main focus of the company's activities**

Information Technology

**Information about the selection process**

To get your experience reviewed against this opportunity please [apply here](#).

In compliance with the Slovak Act No. 428/2002 Coll. on Protection of Personal Data as amended, I hereby provide for a sworn declaration that the company Dell s.r.o., with its registered office at Fazulova 7, 811 07 Bratislava, has been consented to use, process and archive my personal data stated in the CV (title, name, surname, date of birth, address, telephone number, educational and professional background) for the purpose of being included in a list of applicants for vacant positions within Dell s.r.o., until my further written notice.

I have been informed that the company Dell s.r.o. shall process my personal data only upon

my voluntary approval and that during such processing I dispose rights pursuant to the Act 428/2002 Coll. on Protection of Personal Data as amended.

**Company address**

**Dell s.r.o.**

Fazuľová 7 [Megjelenítés térképen](#)

811 07 Bratislava

Slovakia

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

**Contact**

Contact person: Marek Simun

E-mail: [send CV](#)

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