

Customer Service Specialist with excellent German language, based in Krakow



Our fantastic team of customer service / inbound agents are enthusiastic, results driven individuals with a positive attitude towards helping provide our customers with a first class service every time!

With training provided, you too can be part of a team that prides themselves on the products and exceptional service they offer.

This is a fast-paced environment where as a people person wanting to deliver for the customer you can take ownership of the call and make a difference. We are recruiting for a **Customer Service Specialist / Inbound Agent with GERMAN language and good business level English** based in **Krakow, Poland**.

Don't worry, you don't need to know anything about electronics! Your customer service skills and ability to cross sell, up-sell and passion for learning is all we need, and we will teach you the rest!

About us!

With over 80 years in high-service electronics components distribution, Farnell's global businesses distribute a comprehensive portfolio of products globally. Our team are working with the largest manufacturers designing and manufacturing development kits and boards, providing customers of all sizes with experience which can be applied at any stage to accelerate time to market – from research and design support, to prototype and test right through to production services.

Key Facts

- 3,500 employees in 38 countries as Farnell in EMEA, Newark in North America and element14 in Asia Pacific
- Part of the AVNET Group of Companies with 20,000 employees worldwide
- Farnell has over 900,000 products in stock covering 3,000 manufacturer brands

- We supply over two million customer contacts in more than 150 global industries.
- We have 6 distribution centres across the world
- The business has local transactional websites in 43 countries
- We support a dedicated community of over 630,000 engineers – www.element14.com .
- Farnell is also a global leader in legislation including RoHS, WEEE and REACH

Knowledge, Skills / Experience

- You will need to be fluent either German and also have a good level of business English
- Previous experience in a Contact Centre / Business Centre and / or face to face customer service
- Excellent telephone manners and being able to connect with the customer to promote and offer solutions quickly
- Knowledge of Computer – good working knowledge of Microsoft packages and ability to learn quickly
- Able to remain calm and diplomatic at all times
- Passionate about learning new things is key!

Why join our team?

In addition to our competitive salary and sales incentive bonus, we offer additional benefits such as support with private health care insurance and Multisport Card. We are located about 10 minutes away from the centre of Krakow, in the Quattro Business Centre. This is easily acceptable by local transport and close to restaurants and shopping parks.

What's Next?

Straight-forward Recruitment Process

Interview -> Case Study -> Meeting with potential colleagues -> Welcome to the Team!

Please click on the link to apply, your CV will be reviewed within 7 days and if successful in the shortlisting process, we will contact you directly.

- **Equal Opportunity**

Farnell is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, national origin, age, disability status, veteran status, marital status, citizenship status, sexual orientation, gender identity or any other characteristic protected by law.