



Job Description

Job Title: Customer Service Specialist for the Distributors' Markets

Department: Customer Service

Reports to: Customer Service Manager

Location: Warsaw

ABOUT THE COMPANY:

Techtronic Industries is a world-class leader in the design, manufacturing and marketing of power tools, outdoor power equipment and floor care appliances for consumers, professional and industrial users in the DIY, repair and construction industries. Our unrelenting strategic focus on powerful brands, innovative products, operational excellence and exceptional people drives our culture. Our brands are red-hot – our growth leads the home improvement and construction industries, as we are totally committed to growing our portfolio of exceptional and powerful brands. We fuel our brands with a continuous stream of innovation, value-added, robust new products, which meet the specific needs of our customers.

Requirements:

- Excellent communication skills
- English is essential. Additional Balkan language will be an asset (Bulgarian, Serbian etc)
- Strong focus on customer satisfaction
- Attention to details in written communication with customers
- Ability to manage several tasks and projects at once



- Ability to work effectively as a team member but also be comfortable with work independently
- General working knowledge of MS Office
- Experience in customer service and/or order management
- SAP knowledge - will be an asset
- University Degree – will be an asset

Your responsibilities:

- Supporting the whole customer service cycle from order to invoice for Distributors' markets
- Deal with customers on daily basis by email and telephone
- Handle and resolve customer complaints
- Respond promptly to customer inquiries
- Communicate and coordinate with internal departments
- Prepare and distribute basic reports of customer activity

What we offer:

- Exciting job in an international company, with opportunities to contribute to fast-growing industry
- Work in a diverse and supportive team of professionals
- Buddy, mentor & induction training - that will help you to smoothly find yourself in our company
- Wide choice of benefits (private medical care, life insurance, holidays subsidiary, sport card, fresh fruits in the office)
- No formal dress code
- Possibility to use foreign languages and to collaborate with cross-region teams