

Support Specialist

ID tag: 1111

region: Prague

location: Prague

accommodation: not provided

job description: triage and review of escalated cases received from various channels
conducting initial review with colleagues, providing summaries and developing an evaluation plan
listening to client recordings
preparing responses to clients queries and acting as a point of contact

we require: great english skills (verbal and written way), min B2
excellent communication skills
previous experience in similar position is an advantage
team player, fast learner, tech savvy
at least one year of experience in a similar position
ability to learn and navigate systems
an inquisitive person who will dive deep into a query and resolve it in a timely manner
good time management and excellent prioritization
project management experience

monthly salary range 43 000 - 48 000 czk

we offer: international company
5 weeks holiday + personal leave
mobile phone for private use
Sodexo gastro pass card
flexi pass card or multisport card
workplace events - workshops, tournaments, competitions, raffles and many other benefits

Randstad contact details aureliia.katsak@randstad.cz, +420 778 532 536 - communication in Ukraine, Russia, English
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