



*Barona is today the largest human resource service provider in Finland as well as one of the biggest employers. In addition to Finland, Barona operates also in Poland, Sweden, Russia and Estonia. We work in close cooperation with global leading ICT service providers and Business Process Outsourcers.*

Currently we are looking for our globally well-known Client in Gdansk motivated and energetic candidates for the position of:

### **Customer Service Team Leader (Front Office)**

#### **Job description:**

- Managing and leading customer service team in the BSC
- Managing work allocation and the performance appraisal process for CS team employees
- Setting daily, weekly and monthly targets for CS processes together with CS manager and other Front Office managers
- Maintaining a high standard of employees engagement through training, coaching and education
- Ensuring timely processing of documents related to CS as well as ensuring that the targets are met
- Ensuring a very high standard of customer service in line with agreed SLAs
- Ensuring that Front Office CS team is able to take the responsibility for the orders end 2 end/throughout the process (Quality and Service delivery)
- Liaising with Sales, F&A and other stakeholders within the company or externally to resolve outstanding issues
- Acting as a contact to customers if need be
- Introducing best practices in CS processes

#### **We are looking for candidates with:**

- University Degree in Business Administration, Logistics, Commercial Studies
- Excellent language skills both written and spoken in English as well as in one of the Scandinavian Languages
- Significant leadership experience in customer service in an international environment is an asset
- Ability and confidence to operate at senior levels within company clients together with strong communication skills
- Strong team orientation
- In-depth customer service knowledge as well as strong customer driven focus
- Process migration experience would be a strong asset
- Professional approach to work
- Experience in using computer ERP systems (SAP, JD Edwards)
- Good practical knowledge of MS Office tools (Excel, Access, PowerPoint)
- Problem Solving Skills

#### **What our Client offers:**

- Interesting and stable job in international environment
- Competitive salary with attractive benefit package
- Intensive training package
- Opportunity of personal development in a multinational environment

If you are interested don't hesitate submitting your application and CV to **karolina.czamara@barona.pl**

**Please be informed that we contact personally only chosen candidates.**

#### **We kindly ask you to include in your application the following clause:**

*"I agree for processing my personal data and storage it into a database of your company in order to present me an offer of employment, in accordance with the provisions of the Act about the Personal Details Protection dated 29.08.1997 (Dz.U. No. 133, item 883)."*