



## Customer Relations Specialist with German OR French for HP Account

At TTEC (pronounced T-tec), we are proud of our team of young and talented multilingual speakers. Our employees join a global team of 50,000 who speak 49 languages in 80 countries. We provide learning and development opportunities that give them, a growth oriented culture, and a stimulating and positive work environment.

When you join our team, you are more than just an employee. You are a member of the TTEC family. That's why we offer benefits and perks that support your quality of life, goals and future needs.

### Your responsibilities will be:

- Receive customer complaints (via email) to enable effective resolution in a timely manner;
- Investigate the complaint, coordinate with other departments to identify best course of resolution;
- Keep all involved parties on the status of the case;
- Demonstrate sense of urgency;
- Communication with local country business organization and other HP or partner business entities;
- Provide administrative support to the local country organization;
- Execute data quality checks to ensure consistency and accuracy of reporting.

### If you are/have:

- Fluency in German or French;
- Good English (internal communication only);
- Ability to work under pressure;
- Proactivity; eagerness to learn and improve;

- High level of planning and organizational skills;
- Previous experience in customer facing environments would be considered of an advantage;
- Experience in MS Office Products.

### **We offer:**

- Extensive training programs: SAP, Excel, Business Communications, Management of Change, Leadership Skills and many more depending on your interests;
- Environment that stimulates achievement and excellent customer service;
- Competitive remuneration package;
- Access top notch business best practices;
- Work in a challenging and pleasant business environment

Join our team of upbeat professionals and support some of the most successful organizations on the planet! It is people just like YOU that make TTEC (formerly TeleTech) a great place to work at.

If interested, please send your application to: [ee.ta@ttec.com](mailto:ee.ta@ttec.com) or visit our website: [www.ttecjobs.com](http://www.ttecjobs.com)

All documents will be treated in the strictest confidentiality.  
Only short-listed candidates will be invited for an interview.