



Logistics Service Representative with Spanish, Polish & English

OnProcess Technology is a managed services provider specializing in complex, global service supply chain operations – the flow of people, parts and services following the sale of a product. Our deep expertise, technology-driven delivery and continual analytics-based process improvement, enable clients to quickly optimize efficiencies, scale operations, grow revenue and profitability, and deliver superior customer experiences.

In order to sustain our growth, we are looking to hire **Logistics Service Representative with English**



Job Summary:

The Logistics Service Representative will support end-to-end logistics and Customer experience. They support the Company's processes through professional communications, both to and from customers, on behalf of OnProcess Technology's clients. As a result of customer contact, they update the Company database with all appropriate information. The Logistics Service Representative supports all quality assurance efforts and Program criteria via phone and e-mail as well as wide usage of high-level logistics tools and systems.

Responsibilities:

- Perform/handle outbound or inbound customer and/or client communications
- Interact with customers via various methods of communication
- Utilize clients third parties to provide the entitled service
- Follow detailed instructions as outlined in Company documents
- For service level agreement in jeopardy, follow established escalation rules
- Resolve customer complaints and escalations
- Update applicable Program Database(s) accurately
- Appropriately handle challenging and unique customer situations in accordance with OnProcess Technology policies
- Identify and escalate data or program specific issues to appropriate level of management
- Meet or exceed OnProcess Technology's key performance standards and quality objectives
- Work as an integral part of the Delivery Services team; contributing to the department's ability to consistently meet and exceed Contact Center performance goals
- May be responsible for multiple programs and working cross-functionally through programs Ad-hoc duties and special projects.

Qualifications:

- Polish or Spanish B2/C1 + English C1
- Previous customer service or supply chain management experience (strong advantage)
- Bachelor's degree or in process of obtaining one
- Attention to detail and accuracy
- Strong communication and interpersonal skills
- Decision-maker who can't get scared easily
- Meet the certification requirements
- Ability to maintain confidentiality



- Results-driver with action orientation
- Team player able to work in a dynamic multitasking environment under pressure

Join us and you will enjoy countless **growth opportunities, great remuneration package, steep learning curve** and last but not least - **amazing working atmosphere!** Don't hesitate!

Please note that we will reach out only to shortlisted candidates. All applications will be treated with strict confidentiality!

Personal data of the applicants will be processed in strict confidentiality by OnProcess Technology solely for the purposes of selection and recruitment and will not be transferred to other data controllers unless required by law. Applicants provide their personal data on a voluntary basis and will have the right to access and correct their personal data within a reasonable time upon filing a written request.