



June 2<sup>nd</sup>, 2020

## We hire a CUSTOMER SERVICE REPRESENTATIVE

Career level:	Entry (0 – 2 ani), Middle (2 – 5 ani)
Location:	Focșani, Vrancea, RO

### Ideal candidate:

#### Requirements:

- Proficiency in English written and spoken
- Good command of Microsoft Office package (Word, Excel, Outlook, PowerPoint)
- High customer and service orientation, problem-solving attitude
- Well-developed communication, analytical and negotiation skills
- Ability and willingness to learn.

#### Advantages:

- Degree or experience in a technical field
- At best, practical help desk or customer support experience

#### Job description:

We are looking for a Customer Service Representative to join our team. You will be responsible for developing long-term relationships with customers and overseeing their projects and production orders' progress.

As a Customer Service Representative, you should work to satisfy customers' needs and requests, respond to their queries in a timely manner and aspire to deliver a positive customer experience. You should have excellent communication and negotiation skills, work closely with your colleagues, collect and deliver clear and on-time information between your customers and our engineering and production.

#### Responsibilities

- Develop positive relationships with clients and co-workers
- Act as the point of contact and handle customers' individual needs
- Resolve problems and provide solutions to customers in a timely manner
- Monitor customers' projects progress and establish periodical activity reports

#### Company description:

Insta Electric is an OEM producer of low-voltage electrical apparatus for household and professional applications.

**Interested applicants are kindly requested to send their resume accompanied by an intention letter to:**

[r.vatasoiu@insta-electric.ro](mailto:r.vatasoiu@insta-electric.ro)

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