

# WE'RE HIRING

## Customer Service Advisor *English language (f/m)*

DDC MLS is part of the DDC Group, which employs more than 5,000 employees located in 12 locations around the world. DDC Group provides its services in the global market with incomparable structure and consistency of its business.

DDC MLS currently has an opportunity for you!

### Apply Now

 [posao@ddcce.ba](mailto:posao@ddcce.ba)

 387 33 730 285

 DDC Multilingual Solutions

### **Key Responsibilities**

Handling incoming calls, email, chat from existing customers, dealing with any enquiries they may have, striving for a first contact resolution.

Responding to all enquiries in a professional, courteous and friendly manner.

Build rapport with the customer to provide a best-in-class customer service experience.

Maintaining customer information and records in line with the DPA and our internal

Information Management Security processes.

Work towards agreed KPIS and performance behaviours

Liaising with back-office departments and the client to achieve a positive outcome and experience for every customer.

Any other duties in line with business requirements

### **Experience**

Proven customer support/service industry or call centre experience

Experience in strong phone contact handling skills and active listening

Familiarity with CRM systems and contact centre technology

Customer orientation and ability to adapt/respond to different types of characters

Experience in problem-solving, mediation and conflict resolution and complaint resolution techniques

### **Knowledge and skills**

Excellent customer care skills.  
Be a professional ambassador of both DDC MLS and our client

Be clear and friendly on the telephone, actively listening and speaking confidently

Good teamwork skills and the ability to work within a fast-paced environment unsupervised.

The ability to work quickly and accurately under pressure.  
A professional attitude when dealing with customers.

Flexible and adaptable.

Knowledgeable of the e-commerce industry

A genuine passion for helping others.  
Ability to work to targets.

Be comfortable with computers & tech.

Proven experience/evidence in understanding and interpreting written documents in English (minimum knowledge at B2 level)

**Location: Sarajevo, Banja Luka**

If you are interested in joining our team, we encourage you to share your background, interests and ambitions with us. All interested candidates can apply by sending their CV and motivational letter to: [posao@ddcce.ba](mailto:posao@ddcce.ba)