

Détail de l'offre : Customer Success Specialist with French and English

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| Partenaire | Pontica Solutions |
| Adresse | 38 Cherkovna Street, floor 1, office 4, Sofia, Bulgaria 19 Dimitar Ikonov Street, floor 1, office 1, Varna, Bulgaria 110 Opolska, O3 Business Campus III , floor 4, Kraków , 31-323, Poland |
| Ville | Sofia, Varna, Burgas, Krakow |
| Référence | CS_FR |
| Titre | Customer Success Specialist with French and English |
| Description du poste | <p>YOUR ROLE:</p> <p>Ensure good communication between couriers and customers to guarantee the success of each delivery (mainly over chat). Resolve problems that may arise during deliveries. Make sudden, late-notice changes when necessary. Troubleshoot client and driver issues. Work in collaboration with LiveOps team to improve operational performance.</p> |
| Type de contrat | Emploi |
| Métier | Achats / Logistiques |
| Description de la société | <p>**All interviews will be conducted remotely (online or by phone).</p> <p>In 5 years, our client has evolved from a start-up to Europe's leading on-demand logistics platform that allows businesses in any industry to deliver to their customers with never-seen-before speed & efficiency.</p> <p>Join our new team in Varna and work with amazing minds that change the way goods are delivered in urban areas.</p> <p>WHAT WE OFFER:</p> <p>An attractive remuneration + performance bonuses. Referral bonuses. Different shifts between 08:30 and 03:00. Transport costs covered. Online training - provided by the client. Additional health insurance and other social benefits. Exclusive discounts & offers. Open-minded management team promoting innovation, personal, fra and professional development. Permanent employment; full-time. Employer: Pontica Solutions Ltd.</p> |
| Localisation | Varna |
| Pays | Bulgarie |
| Profil recherché | <p>REQUIRED SKILLS:</p> <p>Excellent written and verbal communication skills in French. Good knowledge of English. Previous experience in customer services will be a plus. Energetic, extremely organized, and able to manage tasks with a sense-of-urgency. Tech-savvy with strong problem-solving skills.</p> |
| Expérience | Débutant (-3 ans) |
| Secteur | Transports |