



POWERED BY INTELLECT
DRIVEN BY VALUES

Infosys BPO Poland is one of the biggest players in the outsourcing market, offering advanced and innovative services to its clients worldwide in the field of Finance and Accounting, Purchasing, IT and Consultancy. We are among the largest employers in the Łódź region and employ over 1000 specialists that provide services to clients in 27 countries.

Currently we are looking for the candidate for the position of:

Position: Helpdesk Consultant

Location: Łódź

Responsibilities:

- Gather relevant information from the customer to gain agreement on the customer's issue.
- Assist the customer in resolving their service related issue according to documented procedures and processes.
- Assist the customer in minimizing service delays as much as possible.
- Escalate issues according to documented procedures and processes.
- Make outbound calls to customers to provide status updates or follow-up on an unresolved case.
- Accurately log all interactions.
- Educate customers on support options, and the steps being taken to resolve their issue.

Requirements:

- Written and spoken fluency in English
- Basic understanding of IT systems
- Ability to multi-task and utilize multiple data base systems to research and resolve a problem
- Ability to effectively communicate resolution status or service information to customers
- Excellent interpersonal and communication skills
- Strong multitasking and active listening skills
- Ability to work in dynamic situations, toward a goal and accurately paraphrase conversation
- Ability to identify solutions based on written procedures, guidelines, and process tools
- Ability to work on shifts

We offer to the candidates:

- Career in the multinational company
- Unique opportunity to take part in international projects and gain experience with various fields
- External and internal training programme
- Salary adequate to your competencies
- Choice of social benefits

Osoby zainteresowane prosimy o przesłanie cv wraz z numerem referencyjnym na adres rekrutacja_lodz@infosys.com.