

Dutch language Customer Support Agents Job Offer Serbia

Job Offer (1)

We are pleased to offer you the position of "Customer Support Agent - Dutch Language" in the company The Vision Corporation. We believe that you will contribute with your previous work experience and skills achieving the goals and success of the company, and that you will become part of our The Vision Outsourcing Solutions family. Below this job offer you can find basic information about the job conditions.

Job description

In the position "Customer Support Agent - Dutch Language", your main tasks will be:

- Contacting clients by phone and e-mail, managing client orders, answering customer inquiries (inbound/outbound)
- Taking care of the company's brand and presenting the brand to clients
- Developing relationships with clients and support in solving problems
- Recommending products and examining client needs
- Researching new opportunities and customer needs
- Offering client services and maintaining quality
- Inventory checking and order fulfillment
- Informing customers about the price and entering orders into the incoming processing systems order
- Other tasks defined by the employment contract and the regulation on systematization.



Monetary compensation (2)

The remuneration for working in the position "Customer Support Agent - Dutch Language" is according market value . The amount consists of net salary, health insurance and transportation allowance. In this position, there is the possibility of earning a monthly percentage bonus amount depending on the achieved results.



Working hours (3)

For the position "Customer Support Agent - Dutch Language" a paid inbound/outbound is provided a period of training (there is a possibility to change the duration of training and work time during training). After the training, there is a possibility to change the schedule of working hours and working days to basis of the client's needs.

Weekly working hours are 40 working hours or 5 working days of 8 hours each. The employee is obliged, at the Employer's request, to work longer than full time (overtime work), in case of force majeure and sudden increase in workload, as well as in other similar cases in cases of necessary need and up to 8 hours a week at the most, in accordance with Article 53. of the Labor Law.

The entire work is carried out in the premises of the company, unless the Management The Vision Co. hasn't made a different decision. Working in the company does not take place during national and religious holidays in Serbia. Having previously discussed orally the details set forth herein offer, please confirm your acceptance of these conditions in writing. In the case of additional questions concerning the offer itself or employment legal relations please feel free to contact us so that we can answer them before concluding employment contract and the start of training. We look forward to your positive response. We are at your disposal for any additional questions.

Required documents (4)

Applicants must meet the following requirements:

- Fluent in both Dutch and English language
- Minimum 2 years experience
- Secondary school (VWO/HAVO/IMEAO/NATIN)/Pre-college Diploma

Required documents (5)

For application we ask you to send us the following documents:

- Scanned ID card
- C.V
- Biography
- Scanned version of passport
- Scanned diplomas (high school and or University)

Contact details

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