



## **Customer Service Representative with Hungarian (Prague – hybrid work arrangement)**

We are currently looking for a new colleague to join our Prague Goodyear team, who will help us maintain the professional level of the company's customer service & become a great partner!

Our customer service team helps customers and company partners resolve standard and non-standard situations that may arise during the ordering, delivery and invoicing process for Goodyear products and services.

### **What you will be responsible for:**

- direct telephone and e-mail communication with customers and partners of our company
- entering and managing orders in the SAP system
- solving logistics complaints
- verification of the availability of the required product, or proposals for alternative solutions
- cooperation with colleagues across departments (business, finance, credit department, etc.)

### **We expect from you:**

- completed high school education
- experience working in customer service is an advantage, but not a requirement
- very good knowledge of Hungarian language
- At least communicative knowledge of Czech or Slovak language
- communicative knowledge of English, especially important for internal communication
- user knowledge of MS Office (Word, Excel, Power Point)
- we welcome general knowledge of SAP, we will teach the inexperienced
- diligence and consistency
- the ability to listen and respond in both standard and extraordinary situations
- willingness and ability to work and communicate within a team

### **What you can expect from us:**

- interesting job position in an international environment with daily use of Hungarian and English
- a friendly & supportive work environment
- hybrid work arrangement
- employment contract for an indefinite period
- quality trainings and support from senior colleagues
- cafeteria benefit system (possibility to cover life insurance, Multisport Card)
- employer's contribution to meals
- 5 weeks vacation, 5 sick days
- annual bonus according to achieved goals
- employee discounts on the purchase of tires
- an office location with excellent accessibility & many services nearby

If you are interested in this job opportunity & would like to join our Goodyear Team, apply by sending your application to: [anna\\_szczesna@goodyear.com](mailto:anna_szczesna@goodyear.com)

