

## Finnish/Swedish - Technical support agent in Nieuwegein

Contributed by Team Scandi-jobs.com

Area Nieuwegein - based in the center of the Netherlands. Job Description Reports to the call center supervisor. Responsibilities: Receive inbound calls from end user. Answer customer questions, as well as question customer to obtain full understanding of what information is being requested. Document all calls with regards to customer inquires, as well as details of customers accurately using Call Tracking System. Monitor Call Tracking for responses from administrative team so call returns are done in a timely fashion. Knowledge of products Provide quality customer service on every call. Communicate clearly and effectively with customers and colleagues. Promote good listening skills. Manage length of calls. Recognizing and managing assertive customer calls. Languages:  
At this moment we are specifically looking for a Finnish/Swedish speaker who besides English speaks another foreign language. Preferably German, other languages possible. We are also looking for a Polish/Slowakian/Czech Speaker. If you are interested join Scandi-jobs.com and send us your CV as soon as possible.