



ADECCO OUTSOURCING d.o.o.

Customer Care Representative (m/f)

Our client is Cryo Save, leading multinational company in biotechnology and Europe's largest cord blood bank. In a view of supporting their business expansion, Adecco is looking for dynamic and responsible candidates for the positions of:

CUSTOMER CARE REPRESENTATIVE

Bijeljina, Sarajevo

Required qualifications:

- University degree in natural sciences (pharmaceutical, medical, dentistry, veterinary, biology)
- Experience on the similar position would be considered as an advantage
- Fluency in English, spoken and written
- PC literacy
- Clear driving license with driving experience

Main responsibilities:

- Providing outstanding customer support, over the phone, e-mail or in person
- Building and maintaining good relationship with customers and providing them information about products and company
- Visiting doctors and presenting products
- Communication with clients on daily basis and informing them about the procedures and selling services
- Cooperation on administrative work with the Ministry of Health
- Following communication procedures, guidelines and policies
- Receiving and shipping kits
- Answering questions or concerns customers may have
- Monitoring of the financials related to clients
- Other administrative tasks such as data inputting, database updating etc.

Candidate's profile:

- Strong character with excellent organizational, communication and interpersonal skills
- Customer oriented
- Initiative person with an ability to work independently
- Ability to multi-task, prioritize, and manage time effectively

If you believe you are the right person for this position, please send your application letter and CV via option "PRIJAVI SE NA OGLAS".

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