

# Customer Care Specialist

WORKPLACE: PRAGUE

## About C9 International

C9 empowers businesses to create and continuously improve exceptional customer journeys by understanding the needs and expectations of their customers.

We deliver results through **strategy development, personal and team coaching, expert integration.**

**We transform (y)our customers into fans!**

Are you triggered by this opportunity? Do you feel that you have something to contribute, even if not all requirements are fulfilled? Contact us today and send your application to:

[jobs@c9-group.com](mailto:jobs@c9-group.com)



[www.c9-group.com](http://www.c9-group.com)

## Customer Care Specialist Workplace: Prague

### What do we do for this customer?

Our Customer Service teams:

1. manage sales leads for customers (SalesForce)
2. manage and execute CPA projects (Customer Perception Analyses)

### Our challenge today!

Further develop our C9 platform in Prague as an extension of our BeNeLux HQ and platforms integrated at customers (Renault, Dacia, Jaguar, Land Rover,...).

### Who are we looking for?

#### Great personalities who are customer-oriented by nature

##### Ideal personality:

- Pro-active approach with customer-oriented mindset.
- High level of assertiveness, flexibility and perseverance is a must.
- Above average maturity level, stability & high level of empathy is required to understand the needs of the customer.
- You like to communicate to customers via phone, mail or chat.
- Love to work in an authentic, open minded and divers working environment.

##### Knowledge, skills and abilities:

- Fluent in Dutch (verbal & written) & French (verbal).
- Practical knowledge of MS Word and Excel.
- Excellent verbal, reading and written communication skills.
- Strong commercial feeling.

##### If you would have some of the extras listed below, we would really get enthusiastic about your application...

- Strong team player with passion for people.
- You love to be in contact with customers and always strive to make them happy.
- User of social media platforms like Twitter, Instagram, Facebook, ...

### What's in it for you?

- Part-time or full-time contract (to be discussed)
- Attractive salary (incl. meal vouchers, benefit points,...)
- After qualification (training period) we are open to accept part-time home office
- Training and coaching to make you a pro in "customer experience"
- Regular team events
- We are open to discuss a relocation package for young potentials who are willing to move to Prague.

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