

Capgemini Business Process Outsourcing is one of the first and the biggest outsourcing centers in Poland providing services in 30 different languages in the areas of: finance, accounting, banking, procurement, customer care and marketing services. BPO employs over 3000 specialists in its offices located in Krakow and Katowice.

Currently, to our Business Process Outsourcing Centers in Kraków and Katowice we are looking for candidates for the position of:

Customer Service Advisor Flemish Speaker

Place of work: Kraków/Katowice

Nr ref.: CSA/Flem/KRK/KTW

Main accountabilities

- Effective communication with Customers in respective countries
- Performing excellent service to the Client
- Customers retention activities
- Collection of Customers unpaid premiums
- Handling Customers inquiries
- Processing of insurance policies and incorporated documentation
- Analyzing root causes of the problems
- Constantly collaborating with other team members

Requirements

- Fluent Flemish
- Good knowledge of English
- Customer Service experience would be an advantage
- Ability to bring an answer quickly and efficiently
- Ability to explain argument and convince
- Ability to organize own work
- Experience in Insurance activity would be an asset
- Experience in mapping and writing procedures would be an asset

What we offer

- Professional development in a dynamic, growing business
- Competitive salary with attractive benefit package
- Free private medical care
- Flex benefits
- Additional life insurance
- Participation in prestigious international projects
- Excellent working atmosphere

Interested candidates are invited to send CV to [praca.pl@capgemini.com](mailto:praca.pl@capgemini.com). Please include reference number in the subject of your message.

Please be advised that Capgemini Poland Sp. z o.o. located in Warsaw, Al. Jerozolimskie 96, is the controller of personal data provided by you in the recruitment applications. Your personal data will be processed in accordance with the Personal Data Protection Act of 29 August 1997 (Journal of Laws 2002, No. 101, item. 926 with further amendments) for the purpose of existing and future recruitment processes. Please be advised that in scope of recruitment process your personal data will be processed by the controller and sub-processors located outside European Economic Area including India's entity. Data processing might include voice recording. Data submission is voluntary.

Every person has the right to access their data in order to correct it or delete it” Please include following statement in your application: "I hereby authorize Capgemini Poland Sp. z o.o. to process my personal data included in my job application and voice recordings for existing and future recruitment processes (in accordance with the Personal Data Protection August 1997, Journal of Laws 2002, No. 101, item. 926 with further amendments).I also authorize Capgemini Poland Sp z o.o. to sub-process my personal data outside European Economic Area including India’s entity, which may also include Capgemini’s clients within and outside of EEA." We protect your privacy. We kindly inform you that we contact only chosen candidates.The recruitment process is conducted in accordance with the principles of equal treatment in employment, Labor Code, Chapter IIa, Art. 183a- 183e. Employment Agencies Register - 9595