

# Client support with German

## (The Company) – Client support area in Accenture

Client support position belongs to Customer service area in Accenture, where we communicate directly with our clients to provide them high service in solving daily obscurities.

In Operations division we provide service for our clients in two main areas that are procurement and accounting. Customer service as a part of aforementioned areas is a position where overall knowledge of both can be gained.

As a business partner of our clients we do not communicate with end-customers, contrariwise, we are focused on fully professional communication with our business partners to provide them high service in both mentioned areas.

### Why this job:

Clients' support position is definitely one of the most communicative positions in our company.

In this position you will always be in direct contact with our clients via phone or emails and will provide professional help for them to resolve their obscurities in procurement or accounting area.

We provide help to our clients and answer their questions regarding orders or status of invoices and try to always increase their satisfaction with our service. This position is suitable for dynamic people who like communication, want to have an overview in procurement and accounting area and always want to use and improve their language in business area.

Client support position is suitable for fresh graduates that want to start their career in the international environment and are able to get accustomed to professional

communication on everyday basis or for already experienced candidates who want to keep in touch with professionals on client's side.

### What will you do:

- Handle all incoming calls and emails from the client business and suppliers of Procurement or Accounts payable system nature
- To be the prime contact for clients' enquiries
- To be ready to answer to the client's or supplier's requirements in the professional manner by demonstrating and using of professional knowledge
- To create and maintain partnerships between customer service and external as well as internal customers in order to keep stable customer base
- Proactively initiate follow-up calls
- Solve problems largely by precedent with referral to detailed instructions/procedures

- To ensure the continuous improvement of response time to complaints and queries
- To have full scale knowledge and to be able to recommend the most appropriate solution for the customer and answer clients' questions regarding our services
- Provide timely, accurate and relevant service related information in order for them to be delighted
- Ensure the continuous improvement of business outcomes utilizing best practices available and innovative environment

### The ideal candidate will have:

- Fluent written and spoken German
- Good written and spoken English
- Microsoft Office on user level
- Good communication skills

- Good interpersonal skills
- Proven ability to work on own initiative
- Ability to build and maintain relationships with key clients, team members and colleagues
- Good problem solving skills
- Proven ability to work on own initiative
- Ability to deal with difficult vendors

### Place of Work:

Bratislava

### Type of Employment:

full-time, unlimited contract

### Employment start date:

Upon Agreement

### Have you found yourself in the profile?

Do you have these skills? Do you like working in a team? You have a great opportunity to join Operations part of Accenture and become part of the global leader.

### Brief description of the company

#### Who are we?

Accenture is one of the most respected brands in the business world. We are a global leader in Management Consulting, Systems Integration, Software Development and Management and Business Processes Outsourcing. Our clients include the world's largest companies and we advise them what to do to obtain higher revenues, lower costs and to have more satisfied customers.

Become part of our Outsourcing Services. Our aim is not only to ensure the operation of key business

functions, but also constantly seek opportunities to improve them and thus help our clients achieve better results in comparison with their competitors.

Do you like working in a team? Would you like to have large and prestigious companies as your client, including 89 Fortune Global 100? Would you like to have the possibility of long-term professional development and career advancement based on your performance review? Right now you have a great opportunity to become part of the global unit.

### What will you get?

- Friendly young team
- Subsidized meal vouchers
- Special package of banking products
- Development trainings and courses
- Recommend-a-Friend - get a bonus in the employee referral program
- Contribution to pension plan
- Wedding and new baby bonus
- Paid overtime and overtime vacation
- Loyalty bonuses
- Three sick days per fiscal year
- Sick leave compensation
- Universal pass vouchers on a monthly basis
- Swimming pool and sauna
- Teambuilding activities
- Diners club - private credit cards
- Cafeteria benefit system

### Are you Interested?

Please send us your CV or register online on our web site. After receiving your CV we will review it and respond to you in the period between 7 to 21 days. In case you are going to be rejected, we will keep your CV in our database for possible contact in the future. If you are matching the requirements of this position, we will invite you for a personal interview. Please send your CV to email address or: If you are interested to know more, please visit [www.accenture.sk](http://www.accenture.sk).

### Please apply:

- Veronika Gandzalova,  
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We are grateful to all candidates that are willing to work for our company, but we will contact only those who fit our requirements.

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