

# TIMISOARA OPEN POSITION Customer Support



Connected World  
Connected Experiences



# Who We Are

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling Enterprises, Associates and the Society to Rise™. We are a USD billion company with professionals across 90 countries, helping 988 global customers including Fortune 500 companies. Our convergent, digital, design experiences, innovation platforms, and reusable assets connect across a number of technologies to deliver tangible business value and experiences to our stakeholders. Tech Mahindra has been recognized amongst India's 50 best companies to work for in 2020 by the Great Place to Work® Institute.

# Customer Support roles with German or French language (NON - Voice)

## Scope:

Customer service operations for Our client in Northern Europe. The successful candidate will require an aptitude for working to assist client users' inquiries, requests, or orders through Live Chat and Social Media channels with excellent written communication.

## Responsibilities:

- Act as a single point of contact for live chat and Social Media from users regarding their orders/ queries etc. through delivering an excellent customer experience
- Delivering fast and efficient service assisting customers with their immediate needs
- Resolve problems at the first point of contact in a friendly and helpful manner and take personal accountability for the resolution of customer concerns.
- Immediately deal with or escalate suspected or recognized customer issues as per defined procedures.
- Achieving Key Performance Indicator's (KPI's) whilst maintaining excellent quality
- Adhering to the company and customer procedures, policies, confidentiality guidance, and data protection legislation
- Work independently and within a team to maximize team potential
- Communicate well with internal and external contacts
- Manage multiple assignments simultaneously without any / minimal guidance or help from seniors or peers team members
- To ensure that breaks are pre-approved by SME, Team Leader or Manager
- Promptly escalate unresolved cases to the resolution support team
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner
- To maintain a high degree of customer service for all support queries and adhere to all service management principles
- Any additional ad hoc tasks that may contribute to a better service to the client with quality or improvement to the KPI

## Would be great if:

- Sales skill and experience in customer support/ customer relationship and customer service is a great fit
- Good grasp and understanding of customer engagement
- Great know-how in verbal and written communication regarding the French language (English is an advantage)
- Has a good grasp of language and can handle multiple subjects and detailed conversation in respect to customer service effectively and appropriately in demanding situations
- Computer literate with a minimum typing skill of 30 wpm with 90% accuracy
- Excellent multitasking skills and has the ability to swap to chat & social media support and various systems when needed
- Ability to express clearly and in a spontaneous manner
- Excellent comprehension skills
- Strong problem resolution skills
- Ability to function and adapt in a rapidly changing and evolving work environment
- Ability to work independently
- Excellent problem-solving skills with good interpersonal relationship-building skills.
- Ability to handle and deescalate irate customers

## Requirement:

- French or German language at level B2.
- We also **hire without experience**, but we do expect the candidate to have a minimum of knowledge regarding the foreign language in scope, as mentioned above.

# Benefits at TechM

## Benefits:

- **Outstanding** Recruitment Process and **Support** offered all the way;
- **Motivating & competitive salary** based on your skills & know-how;
- If you have a financial problem that you want to resolve fast, we got your back by providing **salary in advance**;
- We are constantly thinking on how to support you on saving more money, so we are offering **discounts** to all our partners which are over +600;
- If you are looking for an international career, now you have the chance to join a TOP 50 IT company also mentioned in Forbes. What is more amazing is that we offer a **stable** and **permanent** job, and **growth opportunities** are always present! Our philosophy is to **support, listen, help** and **train** our colleagues to deliver the best results and to keep a **positive** climate, fresh **energy** and the possibility to leave your mark in a global company;
- If you are like us, and you feel good when you help others in need, then you have the amazing opportunity to join our community where we are fighting to make the world a **better place** by offering Corporate Social Responsibility campaigns;
- You will also have the opportunity to sharpen your language skillsets with our **multicultural** environment;
- We also have an E-Learning Platform where you have the chance to **develop** further your skills and keep being amazing;
- We are a company that cares about the employees satisfaction and boosts them by offering an **annual bonus payment**;
- Your **health** has the highest importance to us, and we are proud to say that we offer probably one of the best and **Top Tier** medical packages from Romania, with the area of coverage also outside the borders and with open doors to all Hospitals and Private Clinics world wide (excluding SUA) up to 100.000 EUR per annum maximum claim;  
**(as examples:** we have you covered with Health Care checks/ Dental care/ Vision care/ Prescription medicines/ Pre-existing Chronic Illnesses/ Maternity Expenses/ Personal Accident/ Loss of personal effects – as a result of Mugging/ Loss of international driving license/ Loss of baggage/ Delay of baggage/ Trip delay/ Trip interruption/ Emergency hotel accommodation/ Hijacking/ Ambulance transportation and so on)
- We talked about the body and soul, and of course we are talking about the mind as well, we don't want you to burn out, so we are supporting you by offering a **vacation bonus** if you take at least 10 consecutive days, because we are really thinking of you and how much quality time is important to us all as **relaxation** and **health**;
- Together we are making a difference, that's why you will have **constant support** and **counselling** all the way up!
- We do love our **happy moments** so in order to **celebrate** with you, we are **offering** you a **bonus** for the birth of your child.
- We are here for you and got your back even in a **tragic** event or **unforeseen** situation by offering a **bonus payment**;
- **Meal vouchers** with the value of **20 RON** per voucher for food or groceries;
- We do **support** you in having a **balanced life** and to **boost** up your immunity (especially in this period of time) by offering a reimbursement for **Sports subscription**;
- At Tech M. we are all bonded together and appreciate one and another, and we want to show our **appreciation** and **joyfulness** together with you on **Children's** day by offering **Gift Tickets**; and of course, for **Woman's** day as well, because they are making our lives more **colorful**;
- By ranking together and growing into something beautiful, we offer the possibility of **personal time off** based seniority;
- Hang on, we are almost close at the bottom, we want you to have **fun** at work, so we are offering our **relaxing room** to your disposal, we have it all, from **PlayStation 5**, to **Ping-Pong, Cards, Darts, Pool Game, Books** and **Puzzle**;
- If you think like us, that together we are stronger, and can imagine yourself playing pool, darts, competing at FIFA on the PS5, or playing other games with your friend/s, that is even better. We offer a **recommendation bonus of 500 EUR**;
- The most important of all is that we have super hyped colleagues and **great** working **atmosphere** with a lot of **positive energy**, and this is our game changer, because we truly value you the most;
- When you drink your coffee or favorite beverage, you can enjoy the **amazing view** of the city from the rooftop from Vox Technology Park;
- Regarding the schedule, we do offer an **Epic Super Hybrid** and **customized working schedule** depending on the service window received from the **client**.
- We are pet friendly (you can bring your pet at work)

► Age, is just a number, please don't be afraid to **apply**! We are here for you always! Give us a call and someone awesome from our Recruitment Dep. will contact you and discuss about the positions we have open at the moment, future opportunities, or about the local market. You are at one phone call away of **potentially changing your life** by **boosting your career**!



## Want to have a great Career with Us?

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