



## CUSTOMER CARE TEAM LEADER

### **Workplace: KRAKOW**

We are looking for a Customer Care Team Leader to our office in Krakow. The successful candidate will be responsible for maximizing our team potential, crafting plans and reporting to the upper management.

### **Responsibility and daily duties:**

- Providing high-quality support to our local and international customers.
- Leading, managing and developing Customer Care Team.
- Managing and monitoring team workload and tasks prioritization on day-to-day basis.
- Reviewing and resolving escalations.
- Facilitating communication.
- Proposing and supporting improvements of processes.
- Implementing processes and best practices.
- Cooperating with other local and international teams and managers.
- Managing guides, instructions and procedures.

### **Requirements:**

- **5-6 years** of business experience in customer care service, with 3-4 years in managerial role (leading a team).
- Strong understanding of Customer Care Services, best practices and how it can support the business.
- Strong people management experience.
- Ability to organize and manage personal and team workload to meet targets and deadlines.
- Ability to analyze data, solve problems and make decisions confidently.
- Ability to manage and implement changes to policies, processes and procedures.
- Excellent communication skills, both written and verbal.
- Very good English (C1).
- Awareness of personal data protection issues.

- Positive but realistic attitude on a daily basis.
- Proficiency in MS Office applications (Excel, Word, PowerPoint, Visio, MS Project).

**Our Offer:**

- Stable employment in an international environment.
- Possibility to have personal influence on the project.
- Extensive social package (MultisportPlus, private medical care, life insurance)
- Subsidized meals.
- Language classes on different levels in the office (English and German).
- Every day different fresh fruits in the office.

If that sounds interesting, join us! Contact us via email: [career.pl@crif.com](mailto:career.pl@crif.com)