

# French Customer Service Advisor

(Katowice)

## About us

**Capgemini** is one of the world's foremost providers of consulting, technology and outsourcing services.

**Cloud Infrastructure Services** is one of the biggest outsourcing service providers in Poland. Since the establishment of our first service center in Krakow in 2004, it has achieved great success and grown rapidly. In 2006, we opened a second center in Katowice and in 2012 a third center in Opole. Today, our team of 2,000 professionals delivers IT outsourcing services to 40 clients in 20 languages.

## Job description:

**After an induction training you will be able to:**

- handle incoming phone calls/ e-mails from customers regarding technical issues related to everyday usage of a computer
- analyze and resolve most common enquiries using step-by-step solutions provided to you
- deliver high quality standard service to customers
- cooperate with IT specialist team to deal with more complex issues

## Candidate's profile:

**Before you start our induction training we will check if you have:**

- **fluent knowledge of French**
- **at least communicative knowledge of English**
- pro client attitude and communication skills
- basic experience in Windows 7 and MS Office
- customer service experience (is an asset but is not necessary)
- team player, problem solving attitude and efficient task management skills

## What we offer:

- Work in multinational company for c.a. **100 Blue Chip Clients** - known, global brands, supported by **6000** professionals in **30 languages**.
- Clearly defined **career path** (experts or managers), wide range of trainings - over **20 000 online trainings** and books also available at home, trainings in classroom, **funding for learning foreign languages**.
- You will learn best practices and global business from Capgemini experts. Over **900 certified professionals** in the field of PMP, SAP, ACCA, etc.
- You will work in an **inspiring atmosphere**. We **work together and celebrate together** - Capgemini Theatre, employee volunteer program, integration events, sports events (basketball, volleyball) - everyone will find something for themselves!
- In addition to the salary you will receive **attractive benefit package** (medical care for whole family, life insurance). You can recommend friends in **Referral Program** and collect awards!
- Our offices are conveniently located with "**Bicycle-friendly**" **certificate**!
- As a disabled person you will get professional support. We are open to provide **assistive technologies for people with diverse disabilities**. We care about inclusion and equal rights approach. We conduct disability awareness trainings. Join our Win with Capgemini Program for people with disabilities.

Interested candidates are invited to send CV to [praca.pl@capgemini.com](mailto:praca.pl@capgemini.com).

Please include the following reference number in the subject of your message: CSA/FR/INFRA/KTW

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."