



DP CONSULTING

— Human Resources since 2008 —

Combine your talent for languages with your passion for the IT!

Our client:

- Retail solutions in the petrol station business
- Internal Service Desk Team
- Over 800 employees
- Branches in Switzerland, Germany, Austria, France and the USA
- Very interesting salary system
- Permanent employment contract
- Place of work is the greater Lucerne area

Founded more than 50 years ago in central Switzerland, our client is today a leading provider of maintenance services, project engineering and retail solutions for over 5000 petrol stations in the DACH region. With over 800 employees, this company is one of the largest private-sector partners to the petroleum industry and the retail trade. To strengthen the Service Desk team, we are looking for service-orientated, communicative and responsible personalities as

Call Centre Agent (m/f/d)

Your area of responsibility includes

- Receiving customer enquiries by telephone in German, French and/or Italian
- Processing questions or assistance in the system solution areas of petrol stations, retail and gastronomy
- Analysing and solving problems and enquiries
- Supporting and answering standard enquiries
- Initiating escalation procedures
- Post-processing telephone calls in the system using the ticketing tool
- Monitoring faults and enquiries

Your profile:

- Basic technical or commercial education
- Very good level of German and good knowledge of French and/or Italian
- First professional experience in telephone support with an affinity for IT
- Quick comprehension, high customer orientation, outgoing and resilient personality
- Accurate, efficient and reliable way of working
- Willingness to work shifts desirable (7x24 customer support)

Your chances:

- Independent field of activity
- Flexible working hours
- Young and dynamic team
- Development and training opportunities
- Modern workplace
- Support for further training
- Very interesting salary system
- Good social benefits
- Overtime compensation
- Discounted drinks (coffee, tea and soft drinks)
- Free parking



DP CONSULTING

— Human Resources since 2008 —

Are you interested in this attractive specialist role with plenty of room for manoeuvre?

Send your application documents to bewerbung@dp-consulting.ch. For further information, please do not hesitate to contact us on +41 41 740 10 51. We look forward to hearing from you!

Your DPC team