# Inbound Customer Care Agent with French and English or German and English

**Candidatul ideal:**

We are looking for individuals who thrive on a challenge and truly want to provide services that exceed the expectations of each and every one of our customers. Our ideal candidate is customer-focused, highly detail-oriented, and able to consistently produce results. We are looking for extremely reliable individuals who can adapt to change, absorb and apply new information, and who have the determination to learn detailed processes.  
Advanced level of French and English or German and English.

**Descrierea jobului:**

Able to learn quickly in a technical environment  
Excellent customer service, sales, interpersonal, and communication skills  
Excellent verbal and written communication including grammar and voice quality  
Detail oriented, ability to multitask, strong sense of urgency and commitment to excellency.  
Handling incoming calls efficiently

Provide exceptional customer service and collect required information from the customer on every call per established criteria

Use experience to identify customer needs and handle accordingly  
Demonstrate sincerity and empathy when appropriate by using the proper voice/tone pitch and word choice  
Handle multiple tasks (ie., talking with customers while accessing information in a computer)  
Consistently meet established performance and quality standards

We are looking to fill this position as soon as possible. Please apply only in the nature specified.

We thank everyone for applying, however only successful candidates will be contacted for an interview.

You can apply online here or send your application in English directly to Loredana.Lasco@xerox.com with the title "Inbound Customer Care Agent with French and English or German and English". For further information please call 0749 063 602.

**Descrierea companiei:**

Xerox (NYSE: XRX) is a global business services, technology and document management company helping organizations transform the way they manage their business processes and information. Headquartered in Norwalk, Conn., we have more than 140,000 Xerox employees and do business in more than 180 countries. Together, we provide business process services, printing equipment, hardware and software technology for managing information -- from data to documents. In Romania, Xerox operates through 3 sites in Iasi, 2 in Bucharest, 1 in Oradea and 1 in Bacau. Learn more at www.xerox.com.