

BILINGUAL BACK OFFICE SUPPORT COORDINATOR

With English and German/French/
Spanish or Italian



RESPONSIBILITIES

- Entry and push cases in queues in CRM/Case Management tools, cases dispatch and closure
- Monitoring of new cases in customer tools or email including their warranty check
- Parts lookup and ordering in different systems
- Monitoring of pending cases according to priority and deal SLA
- Deployment planning and communication process with end users for individual deployments via workflow tool
- Catalog management, order entry and fulfillment tracking
- Deployment scheduling of end-user installation with on-site engineers when hardware available and onsite delivery team coordination
- Responsibility for individual case performance, turnaround time and adherence to individual custom deal SLAs
- Migration of data from one system to a new software
- Documents management

LANGUAGE AND PERSONAL SKILLS

- Excellent communication skills in English-verbal and written
- Excellent knowledge in MS Office
- Able to work to deadlines and tight timescales
- Able to set priorities, develop a work schedule
- Good at handling complexity – able to manage multiple tasks concurrently
- Good team collaborator – works well in a team environment
- Diligent – good attention to detail
- Very good organisation skills

EDUCATION

- Bachelor's/Master's degree

WORKING EXPERIENCE

- Experience on administrative/back-office support on customer projects role will be considered as an advantage

If interested in this job opportunity, please send us your CV: filipa.veselinska@soitron.com or mariya.nikolova@soitron.com