

ΓΕΝΙΚΕΣ ΘΕΣΕΙΣ ΕΡΓΑΣΙΑΣ

ΗΜ/ΝΙΑ	ΕΠΙΧΕΙΡΗΣΗ/ΕΤΟΙΜΟΣ	ΕΙΔΟΣ & ΔΡΑΣΤΗΡΙΟΤΗΤΑ/ΚΛΑΔΟΣ	ΔΙΕΥΘΥΝΣΗ	ΕΔΡΑ/ΠΕΡΙΟΧΗ ΕΡΓΑΣΙΑΣ	ΥΠΕΥΘΥΝΟΣ ΠΡΟΣΩΠΙΚΟΥ/ΕΠΙΚΟΙΝΩΝΙΑΣ	ΤΗΛΕΦΩΝΑ	E-MAIL	ΑΙΤΟΥΜΕΝΗ ΕΙΔΙΚΟΤΗΤΑ/ΚΑΤΕΥΘΥΝΣΗ	ΕΡΓΑΣΙΑΚΗ ΣΧΕΣΗ	ΑΔ. ΟΡΙΣΜΟΝ	ΑΝΤΙΚΕΙΜΕΝΟ ΑΠΑΣΧΟΛΗΣΗΣ/ ΣΥΝΟΠΤΙΚΗ ΠΕΡΙΓΡΑΦΗ & ΠΡΟΣΤΑΤΑ ΥΠΟΧΡΕΩΣΕΩΝ	ΠΑΡΑΤΗΡΗΣΕΙΣ
6/7/2023	Κ. Αίλιος – Π. Φύλη Ο.Ε.	Διακοσμήσεις – Ανακαινίσεις – Παραγωγή εκδηλώσεων / Κλάδος Τεχνολογίας	Ασκήσιον 37Α 15125 - Μαρσίον	Αττική	Παπαδόπουλος Τάσος	2130440000 6946060332	tasapapadopoulos@ed-team.gr	Από όλα τα Τμήματα	ΕΠΟΧΙΚΗ ΕΡΓΑΣΙΑ	8	Τεχνικές υπηρεσιών κέντρων για την περίοδο των Χριστουγέννων Μεταφορά στολιδιών από τις αποθήκες του εκάστοτε εμπροσκού, συναρμολόγηση στολιδιών, ανάρτηση φωτιστικών στοιχείων σε σταθερά σημεία του εμπροσκού, όπως κάγκελα μπαλκονιών, δέντρα κλπ. Ζητείται άτομο με βασικές τεχνικές γνώσεις Πρόριο εργασίας: 22:00 - 6:00 / Ένταξη εργασίας: Αρχές Οκτωβρίου	ΑΠΟΣΤΟΛΗ ΑΝΑΛΥΤΙΚΟΥ ΒΙΟΓΡΑΦΙΚΟΥ ΣΗΜΕΙΩΜΑΤΟΣ / ΤΗΛΕΦΩΝΙΚΗ ΕΠΙΚΟΙΝΩΝΙΑ
19/6/2023	CQS ΑΝΩΝΥΜΗ ΕΤΑΙΡΕΙΑ ΠΑΡΟΧΗΣ ΠΕΛΑΤΟΚΕΝΤΡΙΚΩΝ ΥΠΗΡΕΣΙΩΝ www.cqs.com.gr	Παροχή Υπηρεσιών – Διαχείριση Πολυτελεστικών Σχέσεων / Κλάδος Τηλεφωνικό Κέντρο	Λιανοπούλου Σοφικού 56 14234 – Νέα Ιωνία Αττικής	• Κτίριο 1: Νέα Ιωνία, Λιανοπούλου Σοφικού 56 • Κτίριο 2: Βοτανικός, Λεωφ. Αθηνών 31 - 33 • Υβριδικό μοντέλο απασχόλησης	Κάτσανη Σοφία / Υπεύθ. Επικοινωνίας: Λάλλου Νεκταρία-Μαργαρίτα	Τηλ. Εταιρείας: 2130095000 / Τηλ. Υπεύθ. Επικοινωνίας: 2130118163	info@cqs.com.gr	Από όλα τα Τμήματα	ΑΟΡΙΣΤΟΥ ΧΡΟΝΟΥ	20	Επαγγελματίες Εμπειροπληρείς Πωλητών Η CQS SA αναζητά για λογαριασμό μεγάλων εταιρειών πελατών Εκπροσώπους Τηλεφωνικής Εξυπηρέτησης, Κύριες αρμοδιότητες του ρόλου αποτελούν η τηλεφωνική παροχή πληροφοριών σχετικά με προϊόντα και υπηρεσίες, η διερεύνηση και επίλυση προβλημάτων καθώς και η διαχείριση παραπόνων. Βασικός σκοπός του ρόλου αποτελεί η παροχή άμεσης εξυπηρέτησης και η διατήρηση υψηλού επιπέδου ικανοποίησης πελατών. Ζητούμενα: • Ευχέρεια λόγου, φιλικό τόνο στη φωνή, ανεπτυγμένη ικανότητα επικοινωνίας • Ενσυναίσθηση και συνδυαστική σκέψη • Ικανότητα επίλυσης προβλημάτων • Άριστη χρήση Η/Υ σε περιβάλλον Windows • Καλή γνώση της αγγλικής γλώσσας • Αποδοτικότητα Απεικόνιση Παράθυρο: Η CQS SA αναζητά για λογαριασμό μεγάλων εταιρειών πελατών Εκπροσώπους Τηλεφωνικής Τεχνικής Υποστήριξης. Οι συγκεκριμένες θέσεις καλύπτουν θύρα ή θύρα πενήνταμερη απασχόληση σε κυκλόμενες βάρδιες και αφορούν στην διαχείριση εισερχόμενων κλήσεων και την τηλεφωνική τεχνική υποστήριξη εταιρειών πελατών. Ζητούμενα: • Άριστη χρήση Η/Υ και εξοικείωση με την τεχνολογία • Ευχέρεια λόγου, φιλικό τόνο στη φωνή, ανεπτυγμένη ικανότητα επικοινωνίας • Ενσυναίσθηση και συνδυαστική σκέψη • Ικανότητα επίλυσης προβλημάτων • Καλή γνώση της αγγλικής γλώσσας • Αποδοτικότητα Απεικόνιση (Πτυχίο Πληροφορικής ή Τεχνικό Διπλώμα θα θεωρηθεί ευεργετικό προνόμιον) Παράθυρο: • Σταθερό μισθό και ασφάλιση, από την πρώτη ημέρα της εκπαίδευσης • Ανταγωνιστικό bonus που βασίζεται στην ατομική επίτευξη στόχων σε δείκτες απόδοσης σχετικούς με την εξυπηρέτηση πελατών • Δυνατότητα να λάβεις ειδικά επιδόματα • Σύμβαση εργασίας ορισμένου χρόνου • Δυνατότητα επαγγελματικής εξέλιξης εντός του διαρκούς αναπτυσσόμενου Ομίλου μας • Προνόμια, αρμοδιότητες εθελοντικές δράσεις και εκδηλώσεις όλο το χρόνο • Ολοκληρωμένη επαγγελματική εκπαίδευση και συνεχή καθοδήγηση και υποστήριξη • Υβριδικό μοντέλο εργασίας (δυνατότητα εναλλαγής εργασίας από τα υπεργολαβικά γραφεία μας ή το σπίτι) • Εύκολη πρόσβαση (μόνο ΜΜΜ)	Αποστολή των βιογραφικών στην παρακάτω διεύθυνση: https://apply.workable.com//0EC5D084EA Σε περίπτωση που χρησιμοποιηθεί ο παραπάνω σύνδεσμος για την αποστολή των βιογραφικών, στο πεδίο «Από ποιο γνωρίζετε την CQS» θα πρέπει να συμπληρωθεί «ΠΑΔΑ».
19/6/2023	CQS ΑΝΩΝΥΜΗ ΕΤΑΙΡΕΙΑ ΠΑΡΟΧΗΣ ΠΕΛΑΤΟΚΕΝΤΡΙΚΩΝ ΥΠΗΡΕΣΙΩΝ www.cqs.com.gr	Παροχή Υπηρεσιών – Διαχείριση Πολυτελεστικών Σχέσεων / Κλάδος Τηλεφωνικό Κέντρο	Λιανοπούλου Σοφικού 56 14234 – Νέα Ιωνία Αττικής	Νέα Ιωνία / Υβριδικό μοντέλο απασχόλησης	Κάτσανη Σοφία / Υπεύθ. Επικοινωνίας: Λάλλου Νεκταρία-Μαργαρίτα	Τηλ. Εταιρείας: 2130095000 / Τηλ. Υπεύθ. Επικοινωνίας: 2130118163	info@cqs.com.gr	Από όλα τα Τμήματα	ΑΟΡΙΣΤΟΥ ΧΡΟΝΟΥ	20	Technical Support Agents Η CQS SA αναζητά για λογαριασμό μεγάλων εταιρειών πελατών Εκπροσώπους Τηλεφωνικής Τεχνικής Υποστήριξης. Οι συγκεκριμένες θέσεις καλύπτουν θύρα ή θύρα πενήνταμερη απασχόληση σε κυκλόμενες βάρδιες και αφορούν στην διαχείριση εισερχόμενων κλήσεων και την τηλεφωνική τεχνική υποστήριξη εταιρειών πελατών. Ζητούμενα: • Άριστη χρήση Η/Υ και εξοικείωση με την τεχνολογία • Ευχέρεια λόγου, φιλικό τόνο στη φωνή, ανεπτυγμένη ικανότητα επικοινωνίας • Ενσυναίσθηση και συνδυαστική σκέψη • Ικανότητα επίλυσης προβλημάτων • Καλή γνώση της αγγλικής γλώσσας • Αποδοτικότητα Απεικόνιση (Πτυχίο Πληροφορικής ή Τεχνικό Διπλώμα θα θεωρηθεί ευεργετικό προνόμιον) Παράθυρο: Η CQS SA αναζητά για λογαριασμό μεγάλων εταιρειών πελατών Εκπροσώπους Τηλεφωνικής Τεχνικής Υποστήριξης. Οι συγκεκριμένες θέσεις καλύπτουν θύρα ή θύρα πενήνταμερη απασχόληση σε κυκλόμενες βάρδιες και αφορούν στην διαχείριση εισερχόμενων κλήσεων και την τηλεφωνική τεχνική υποστήριξη εταιρειών πελατών. Ζητούμενα: • Άριστη χρήση Η/Υ και εξοικείωση με την τεχνολογία • Ευχέρεια λόγου, φιλικό τόνο στη φωνή, ανεπτυγμένη ικανότητα επικοινωνίας • Ενσυναίσθηση και συνδυαστική σκέψη • Ικανότητα επίλυσης προβλημάτων • Καλή γνώση της αγγλικής γλώσσας • Αποδοτικότητα Απεικόνιση (Πτυχίο Πληροφορικής ή Τεχνικό Διπλώμα θα θεωρηθεί ευεργετικό προνόμιον) Παράθυρο: • Σταθερό μισθό και ασφάλιση, από την πρώτη ημέρα της εκπαίδευσης • Ανταγωνιστικό bonus που βασίζεται στην ατομική επίτευξη στόχων σε δείκτες απόδοσης σχετικούς με την εξυπηρέτηση πελατών • Δυνατότητα να λάβεις ειδικά επιδόματα • Σύμβαση εργασίας ορισμένου χρόνου • Δυνατότητα επαγγελματικής εξέλιξης εντός του διαρκούς αναπτυσσόμενου Ομίλου μας • Προνόμια, αρμοδιότητες εθελοντικές δράσεις και εκδηλώσεις όλο το χρόνο • Ολοκληρωμένη επαγγελματική εκπαίδευση και συνεχή καθοδήγηση και υποστήριξη • Υβριδικό μοντέλο εργασίας (δυνατότητα εναλλαγής εργασίας από τα υπεργολαβικά γραφεία μας ή το σπίτι) • Εύκολη πρόσβαση (Ε' από τη στάση του Ηλεκτρικού Σταθμού Νέας Ιωνίας)	Αποστολή των βιογραφικών στην παρακάτω διεύθυνση: https://apply.workable.com//0EC5D084EA Σε περίπτωση που χρησιμοποιηθεί ο παραπάνω σύνδεσμος για την αποστολή των βιογραφικών, στο πεδίο «Από ποιο γνωρίζετε την CQS» θα πρέπει να συμπληρωθεί «ΠΑΔΑ».
16/6/2023	Nestlé Hellas S.A.		Πατρέλκων 4, 151 25 Μαρσίον		ΒΙΚΤΟΡΙΑ ΚΑΡΚΟΥΛΗ			Από όλα τα Τμήματα	ΑΟΡΙΣΤΟΥ ΧΡΟΝΟΥ	1	Omni-Channel Customer Voice Manager, Nespresso Hellas POSITION SNAPSHOT: Nespresso Athens, Greece, Reporting to: CRM Manager Full time contract, act. rate 100% POSITION SUMMARY As the Omni-Channel Customer Voice Manager, you will be responsible for leading the Customer Experience Omni Board, thus assuring the Voice of the Customer, and enhancing the omni-channel quality of service. Moreover, you are called to act as a change ambassador to boost customer advocacy and engagement, by collecting and analysing all customer feedbacks from all channels identifying root causes, leading improvement actions and measures in collaboration with all departments and assuring application by Customer Facing staff. A DAY IN THE LIFE ... • Listen to customer voice, translate the data into actionable insights, and proactively distribute the findings to empower customer centric actions and decisions • Design and implement best practices for customer facing teams to interact with customers, incorporating plans to increase customer satisfaction • Define and monitor important metrics focused on customer value generation • Investigate and analyse multiple data sources to identify and drive initiatives that maximise customer satisfaction and service levels while reducing support case and internal escalation volumes • Design and facilitate workshops to understand current processes, conduct root cause analysis investigation, design future state, and develop change plans • Explore data and provide insights and recommendations to ensure core metrics achievement • Build Customer Experience dashboards and monitor customer voice by leveraging on multiple customer experience tools, touchpoints, and surveys • Identify improvements and work with cross-functional teams to design and implement initiatives and opportunities to improve customer experience • Monitor complaint handling according to the relevant policy and provide suggestions to modify existing process based on trends and related analysis • Coach and guide the Customer Facing Teams in their understanding of the quality scope and tools WHAT MAKES YOU SUCCESSFUL Role Join one of the most successful customer experience teams within Greece! The Nespresso Team has been awarded as the Best Omni Channel Customer Experience team by the National customer service institute in 2021! Our environment is friendly, modern, dynamic and we are proud to represent one of the premium Global Players in coffee! • Join the leading Food & Beverages company in the world with more than 83bio CHF sales • Be part of a fast-growing organization expanding locally and internationally • Have a key role to Nespresso's Omni Channel strategy and Customer centric approach & get the chance to play a significant part in the customer Journey • Engage with our dynamic and innovative people from all over the world and join exciting local or international projects and assignments • Enjoy the wide range of Nestlé benefits such as comprehensive Pension, Health Care & Life Insurance programs, Increased Parental leaves, special access to Nespresso Club benefits, Baby Support plan & Pet Support plan WHY YOU SHOULD APPLY Join one of the most successful customer experience teams within Greece! 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