



**Customer Service Representative (temporary contract),  
Data & Order Entry, ESSC**

<b>Location</b>	<b>Krakow SSC</b>
<b>Department</b>	<b>Data &amp; Order Entry</b>
<b>Reporting Line</b>	<b>Customer Service Supervisor</b>

**Purpose of the role:**

- Responsible for any data entry (orders, applications and generic data maintenance)

**Principal Accountabilities, key activities:**

- Enters, corrects, updates in computer system AS400 data based on the received documents such as:
  - applications (originals, mails, faxes)
  - resignations (based on the copy of)
  - orders – received by mails and fax
  - changes in LOS
  - reactivation
  - changes of ABO data
  - renewals
  - other necessary for the database accuracy
- Will be a part of document archiving process
- Assures the confidentiality of information, which has access to due to the position
- Ensuring service level adherence and achieving key performance indicator targets
- Protects personal database – applies all legal requirements in regard to personal data protection
- Collaborating with other departments and foreign affiliate offices

**Key Qualifications required /Prerequisites:**

- Fluent English
- Preferably University student or fresh graduate
- Availability: 10 hours per week (preferably Mondays and Tuesdays)
- Strong interpersonal and communication skills
- Energetic and enthusiastic approach to team work
- Flexibility and ability to manage pressure and time work
- Ability to work with MS Office tools (Word, Excel, Access, PowerPoint)
- Keyboard skills
- Customer oriented and focused
- Experience in Customer Care or Contact Centre area would be an asset

**What do we offer:**

- Temporary employment contract
- Multisport Card
- Supportive international team environment

**How to apply:**

If you are interested in this job, please send your application (CV in English) with the reference number in the topic (CSR/temp/2011) to the following address:  
[joanna.piekarska@amway.com](mailto:joanna.piekarska@amway.com)