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Xerox Corporation is a \$22 billion leading global enterprise for business process and document management. Through its broad portfolio of technology, services and outsourcing offerings, Xerox provides the essential back-office support that clears the way for clients to focus on what they do best: their real business. Headquartered in Norwalk, Conn., Xerox provides leading-edge document technology, services, software and supplies for production and office environments of any size. Through ACS, A Xerox Company, which Xerox acquired in February 2010, Xerox also offers extensive business process outsourcing and information technology outsourcing services, including data processing, HR benefits management, finance support, and customer relationship management services for commercial and government organizations worldwide. The 130,000 people of Xerox serve clients in more than 160 countries.

### **Customer Service Agent with Norwegian/Swedish/Finish**

We are currently recruiting Customer Service Agent for our new client in Krakow. The main activities will be strictly related to Customer Care & Sales Order Entry.

#### ***The duties will include:***

- Handling emails, faxes and calls directed to Customer Services
- Customer care duties prior or besides orders: product information, stock availability, service level capacity, pricing confirmation, samples and new customer delivery account creations
- Order Creation: edits and cancellations based on customer requests and processes
- Customer inquiries on delivery tracking and back orders
- Customer queries after deliveries: processing, suggesting solutions to parties involved

#### ***We are looking for candidates with:***

- Fluent English and Norwegian or Swedish or Finish
- Previous experience in customer service/administrative tasks/accountancy
- Good computer/Excel skills
- Good communication skills
- Orientation towards good customer service
- Motivation to learn
- Ability to work as part of the team in multilingual environment



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If you meet the requirements of this position and want to work for a world-class company with a great marketplace reputation, apply today. All applicants interested in this career opportunity should send their cover letter and resume to [karolina.strzelczyk@acs-inc.com](mailto:karolina.strzelczyk@acs-inc.com) and quote the position title in the subject line. Please note that only those applicants selected for an interview will be contacted directly.

ACS is an Equal Employment Opportunity/Affirmative Action Employer and does not discriminate against any applicant on the basis of race, color, religion, national origin, age, gender, marital status, disability, sexual orientation, military/veteran status, or any other status protected by Federal or State law or local ordinance.