



*We're committed to bringing passion and customer focus to the business.*

We do things differently. More than 300 enthusiastic employees from over 12 countries work in our Szczecin office every day to offer our Clients the best product and service. If you're looking for a chance to participate and contribute your ideas, this is the right place for you. We are planning on doing something big and are looking for motivated and creative people to tackle things.

If you think that's you, we'd love to receive your application!

## **Customer Support Advisor with Italian**

Location: Szczecin

### **Why SumUp?**

We believe in the everyday hero. Those who have the courage to follow their passion and who have the strength and determination to realize their dreams.

Small business owners are at the heart of all we do, so we're creating powerful, easy-to-use financial solutions to help them run their business. With a founders mentality and a 'team-first attitude' our diverse teams across Europe, South America, and the United States work together to ensure that the small business owners we partner with can be successful in doing what they love.

We are looking for energetic, customer-oriented professionals to join a project with our client **SumUp** with the opportunity to work on full-time employment at our Szczecin (Poland) Hub.

### **Your responsibilities:**

- Be the voice of SumUp – the direct link to the customers.
- Take care of Italian speaking customers by phone, email, chat and social media channels.
- Support SumUp's merchants for all questions and inquiries about our product and service.
- Work actively on the optimization of all processes related to our customers, to constantly increase the happiness of our merchants.

### **We are looking for:**

- Excellent language skills in Italian (C1) and feeling comfortable speaking and writing in English (B1 or higher).

- You love to communicate, while being easy-going and patient with our customers.
- You're curious and persistent when solving issues.
- You're organized and cool-headed, and you thrive in a fast-paced environment.
- You're confident using smartphones, tablets and computers

### We offer:

- Permanent employment (full time)
- Competitive salary
- IT and soft skills training
- Private medical care,
- Language courses,
- Team building events,
- Group insurance program, sports and leisure program
- Multinational atmosphere
- Free hot drinks

*SumUp is an Equal Employment Opportunity employer that proudly pursues and hires a diverse workforce. SumUp does not make hiring or employment decisions on the basis of race, color, religion or religious belief, ethnic or national origin, nationality, sex, gender, gender identity, sexual orientation, disability, age or any other basis protected by applicable laws or prohibited by company policy. SumUp also strives for a healthy and safe workplace and strictly prohibits harassment of any kind.*

### Apply!

Send your CV to [rekrutacja@concentrix.com](mailto:rekrutacja@concentrix.com) or call us: **+48 607 944 355**

#### **Please add to your CV below clause**

Wyrażam zgodę na przetwarzanie danych osobowych zawartych w niniejszym dokumencie do realizacji procesu rekrutacji przez firmę Concentrix CVG International al. Wojska Polskiego 62, 70-470 Szczecin, w tym na przetwarzanie ich w przyszłości – dla celów związanych z procesem rekrutacji zgodnie z ustawą z dnia 10 maja 2018 roku o ochronie danych osobowych (Dz. Ustaw z 2018, poz. 1000) oraz zgodnie z Rozporządzeniem Parlamentu Europejskiego i Rady (UE) 2016/679 z dnia 27 kwietnia 2016 r. w sprawie ochrony osób fizycznych w związku z przetwarzaniem danych osobowych i w sprawie swobodnego przepływu takich danych oraz uchylenia dyrektywy 95/46/WE (RODO).