



Cpl Solutions Ltd



#JOB-2357290



UNIT 15/16, Holly Avenue, Stillorgan Bus Pk,  
Blackrock, Co. Dublin, A94 XA72



No of positions : 1



Paid Position



40 hours per week



To be Confirmed



26/09/2024



24/10/2024

## How to apply

### Application Method :

Please apply to the vacancy by the following means:

Email : [Torben.Jensen@cpl.ie](mailto:Torben.Jensen@cpl.ie)



Open your camera app & point here to view this ad online



## Customer Service Advisor - French Speaker

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

A major player in online selling in France and the EU is looking for its next Customer Service Advisor to join the team in Dublin. The client sells a range of sweet and savoury products, wines and books, and the advisor is to handle various queries, complaints and other communications over a variety to channels.

The client nurtures a strong base of repeat customers, and the campaigns are main driven by a mail order system of catalogues and promotions.

#### Responsibilities:

- Analysis of customer accounts and updating customer information.
- Management of orders.
- Handling delivery issues.
- Making decisions on case-by-case basis.
- Dealing with late payment in accordance with SOP.
- Quality control on the documents processed by service provider.
- Processing of refund and payments requests.
- Telephone calls to customers relating to various queries.
- Liaise with legal regarding complaints.

#### Required:

- Strong level of written and spoken French.
- Professional level of English.
- Minimum 1 years experience in customer service.
- Experience with Excel and Microsoft packages.

#### What's on offer:

Contract: Permanent

Location: Office based in Sandyford / walking distance from the LUAS

Shifts: Monday to Friday: 9 am - 12pm and 1 pm - 5.30 pm

Payment: 50% of public transport costs to and from work refunded with receipts

Holidays: 25 days per year + Irish bank holidays

Work from home for now – then Hybrid. Offices are in Sandyford (D18)

Relocation package of offer for candidates coming from France.

Get in touch today and do share this job with anyone that would be interested in this experience

- This vacancy is suitable for Remote/Blended working
- **Sector:** administrative and support service activities

### **Career Level**

- Entry Level