

HRem is looking for a person to support the team of our international partner in Budapest / Vecsés.

We are currently looking for a **Customer Service Coordinator.**

What awaits you?

- Supervision of customer complaints management:
 - Coordination with the heads of various areas
 - Checking complaint response plans
 - Obtaining expert opinions on complaints
- Continuous monitoring of complaint handling deadlines and other indicators, enforcing legally defined deadlines with the relevant participants
- Managing and responding to official and internal inquiries related to vehicle data, issuing statements
- Supervision of roadside assistance service, maintaining contact with the service partner
- Monitoring/managing replacement car insurance and authorization requests to the dealer network and RSA partner
- Maintaining contact with local agencies and performing arising Customer Service administrative and marketing tasks
- Other Customer Service administration/organization topics

What you should bring along?

- College or university degree, preferably on technical or legal field
- At least 2 years of experience in similar position
- Dynamic with good organisation skills
- Customer focused and positive, assertive, and open personality
- Strong analytical skills, precise and structural
- Good written and verbal communication skills both in Hungarian and in English
- Technical knowledge, at least affinity and digital mindset
- Type-B driving license
- Computer proficiency in Windows environment using MS Office including PowerPoint and Excel

What we offer:

- Permanent employment in our local office
- A varied range of tasks with the opportunity for development and innovation
- Fair and task-oriented remuneration
- Modern working environment and flexible work options
- Qualified onboarding process and mentoring
- Chance to work in premium segments

Requirements:

We are looking forward to receiving your online application including information about your earliest possible start date and salary requirements via: [here](#).

We can only consider applications in English language. We are looking forward to receiving your online application.