

## **Technical Specialist (Czech, Slovak Speaker) at Roche Diagnostics Regional Customer Support Center**

### **Place of work**

Warsaw, Poland

### **Contract type**

full-time

### **Start date**

asap

### **Salary offered (gross)**

upon agreement

### Job description, responsibilities and duties

- Technical Specialist (Czech or Slovak speaker) in the EMEA Regional Customer Support Center hub in Roche Diagnostics Poland based in Warsaw
- Handling of Czech and Slovak Customer and Staff Inquiries by Phone and in Written Form
- Identification and Troubleshooting of complex Failures, Extended Complaint Management
- Conducting and Design of Customer and Staff Training
- Information and Knowledge Transfer, Support for Product Updates and Launches, Quality Monitoring
- Service activities on site

Employee perks, benefits

### We offer:

- interesting working in an international dynamic team in Warsaw
- competitive salary and transparent remuneration system
- systematic education and career opportunities
- company group life insurance
- sport benefits system for employees
- private medical coverage
- background of successful foreign original company

Requirements for the employee

### Candidates with education suit the position

Follow-up/Higher Professional Education

University education (Bachelor's degree)

University education (Master's degree)

Educational Specialization

Engineer or a technician (e.g. in electrical engineering or medical technology) or chemical engineer, biologist or qualification as a laboratory technician or medical technical assistant

### Language skills

Czech, Slovak - advanced and

English - advanced

### Number of years of experience

The position is suitable for a fresh graduate

Yes

### Personality requirements and skills

You're looking for a company where you have the opportunity to pursue your interests across functions and geographies. Where a job title is not considered the final definition of who you are, but the starting point. You are a person who takes initiative courageously and creatively. You are open to new ideas and challenge conventional paradigms.

You also:

- Have several years of job experience in the medical, technical environment by working in customer service incl. training in sales/marketing or in a laboratory
- "Near native" in at least one of the served languages, i.e. written and spoken technical language skills and everyday speech
- preferably good knowledge in written and spoken hub language and in English; ideally, fluent in a second served language
- in addition good knowledge of Hungarian language is advantage
- communication techniques
- problem solving skills / methodological search for errors
- knowledge in usage of business software (e.g. MS Office), knowledge in usage of documentation tools (CRM)

- good communication skills, customer / Service orientation
- team spirit, intercultural cooperation
- willingness to learn
- ability to work under pressure

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