



**Runway** >  
Your Outsourcing Partner

## Working as CUSTOMER SERVICES PROFESSIONAL in Estonia

Runway BPO, a leading European International Business Process Outsourcing company, provides European and Scandinavian businesses with full-scope nearshoring services whilst placing quality as our top priority. During the last 15 years we have become a multi-lingual and multi-tower BPO company, providing Nordic, Western European and multinational businesses with cost-effective nearshoring services, performed by 1100 motivated and friendly employees operating from 10 different offices in 5 European countries.

We are currently expanding and looking for employees with various language skills that include: **German, Dutch, French, Italian, Spanish, English, Swedish and/or Danish** who want to become a part of our customer service team in our offices in either in Tallinn or Tartu, Estonia.

### Job Description/Tasks:

- Daily activities include advising and serving our customers via phone, e-mail or chat, and also representing Runway and the client.
- Providing an effective, polite, friendly and professional service

### Requirements:

- A high understanding of Customer Service/Support
- Very good language, communication and listening skills
- Very good spoken and written English
- Ability to speak and write either German, Dutch, French, Italian, Spanish, English, Swedish and/or Danish at least on B2/C1 level
- Ability to take initiative and handle stress
- Ability to cooperate, be part of a team, work in a multicultural environment and also work independently
- Detail oriented.
- Ability to perform well under occasional pressure

### We offer:

- Paid Training
- International career opportunity and the possibility to practice your language skills
- Opportunity to work and experience a multicultural and international environment
- Opportunity to work with a known brand name
- Different team parties and office events (Summer party, Christmas party, team lunches)

If you think this sounds interesting, please apply with your English CV and short cover letter to [hr.tallinn@runwaybpo.com](mailto:hr.tallinn@runwaybpo.com) with copy to [euresnordicos@sepe.es](mailto:euresnordicos@sepe.es) SUBJECT: Customer Services EURES

Please also include where you first saw the vacancy.

**Only candidates fulfilling above requirements will be contacted.**

**DEADLINE: 15/08/2018**