

ob description

Contact Center Advisor • European HR Shared Service Center • Poland, Piła

Your challenge

Philips challenges you to use your communication skills to help colleagues from all over Europe with HR related questions. You will be the contact point for General Management, HR managers and Employees. Embrace the challenges of communicating with at least 9 different countries while working in an international team.

Your responsibilities

- Ensure that incoming enquiries to the Service Centers are answered in a professional and efficient manner (e.g. via telephone, e-mail or hr-portal)
- Gather all required information at the first point of contact to ensure that customer enquiry can be resolved at earliest opportunity with minimal handoffs, capture an accurate record of a customer enquiry in the case management system
- Provide support to employees, line managers and HR Business Partners to enable them to effectively use the HR Portal and other relevant on-line tools for completing transactions.
- Provide proper feedback to the customer if problem is referred
- Contribute to continuous improvement activities in the PPS Center through identification of recurring employee/line manager/HRBP issues to simplify and enhance policies, processes and technologies.
- Provide support during the implementation of new initiatives, programs, policies, and services by acting as an employee's first line of contact.

Your team

The European HR Shared Service Center is based in Piła, Poland and is part of Philips People Services.

Philips People Services (PPS) is the Human Resources Shared Services organization of Philips. A team of 600 HR professionals delivering HR Services to Philips employees and managers at all stages of the career cycle. PPS delivers cost-effective people services by leveraging economies of scale, globalizing processes and simplifying the ways of working, while delivering superior HR experiences by listening and acting on our customers' feedback.

Our offer

Join a company that offers meaningful solutions which enhance people's lives all over the world. We challenge and empower you to make the most of your talents

while working in a international team. You will be surrounded by passionate insightful colleagues who share your drive to create superior customer experiences.

We offer you the opportunity to start an international HR career and we will support you with career opportunities that will let you accelerate your growth in directions to which you aspire.

We are looking for people with:

- **Fluent English and very good knowledge of one of the following languages: Dutch/ Spanish/ French/ Italian/ German**
- Graduate with Bachelor or equivalent degree
- Ability to develop and deliver oral and written communications which convey complex information in a simple, easily understandable manner
- Ability to consistently deliver high quality customer service in a professional and efficient manner
- Able to work in a changing environment to meet demanding deadlines and timescales
- Demonstrated effectiveness when dealing with unsatisfied customers
- Personal integrity when handling confidential information
- Highly developed interpersonal skills
- Computer literate and experience of Case Management (CRM) tools preferable

Contact

If you are interested in pursuing a career in Philips please join the simplicity movement and apply online: www.philips.com/careers using job ID number **011916**. On our website www.philips.com/careers you will find extensive information on this job and other Philips career opportunities.

We kindly inform you that we will contact only chosen candidates.

Please provide a clause: „Hereby I agree to process my personal data included in my application for requirements of the recruitment process (in accordance to Personal data Protection Act dated 29 August 1997; Official Journal no 133, item 883)“.