



We here at DPD highly value the desire and ability to cooperate with colleagues, couriers and clients. If you consider yourself to be a passionate specialist apply now!

# WE ARE LOOKING FOR CUSTOMER SUPPORT SPECIALIST (French and German speaking)

## Your main responsibilities will be to:

- Identification and analysis of customer requests to provide fast and effective solutions (communication on-call and in written form)
- Support with the configuration and maintenance of DPD Customer tools
- Diagnosis and support in repairment of hardware and software issues
- Clear and understandable explanation of technical solutions for non-technical customers
- Documentation of customer enquiries and the provided solutions
- Contribution to the continuous improvement of support processes by sharing customer feedback and suggestions

## We expect You to have:

- Excellent communication skills in French, German and English both written and verbal (B2+)
- Expertise in the field of process automation, web service interfaces, Network, LAN, W-LAN, Computer and printer skills
- Solution-orientated, Communicative, Dynamic & professional way of working
- Ability to work in a team and willingness to work in a dynamic environment
- Optional: Experience in technical support. Experience with Logistics software. Experience in customer support

## We offer:

- Starting salary from 1600 Eur depending on experience, skills and qualification
- Training of DPD tools and systems will be provided within the department
- Modern office in Riga oldtown / partly remote
- Health insurance after the trial period



Apply by sending your resume and cover letter in English or Latvian with the indication "Customer Support Specialist(French Speaking)" by 10.02.2025.

We will contact the candidates who advance to the next round of selections.

By submitting your candidacy for the vacancy, you agree to the conditions on ensuring privacy in personnel selection contained in the privacy policy published on the website of SIA «DPD Latvija» (dpd.lv). Your submitted personal data will be processed in accordance with the personal data confidentiality and security requirements set forth in the regulatory acts, and they will be stored in the database for no longer than twelve months.