

## Customer Service Associate with Italian

Location: Łódź / WFH

Project: Trade Republic

### Becoming a Customer Service Associate at Capita:

As a Customer Service Associate at Capita you will be working within the field of online investment banking and stock trading. You will help deliver consistent, confident, friendly and reliable online support to each customer you engage with so they feel valued, understood and listened to.

### What you'll be doing:

- Supporting Trade Republic customers in German via webchat and email (no calls)
- Verifying customer details as part of KYC and AML activities
- Supporting new clients with account setup
- Solving challenging requests of our customers regarding trading and always making them feel that they are in good and safe hands
- Working closely with other departments to answer even questions and provide the best possible customer service
- Collaborating with our Tech Team by sharing customer feedback and proactively helping to continuously improve our trading app

### Skills you need to succeed:

- Italian at B2 level or above
- English at B2 level or above
- Customer oriented attitude
- Excellent organizational skills
- Good knowledge of MS Office
- Excellent communication skills to feel comfortable when collaborating with several different clients over webchat or email
- Availability to work shifts 9am – 5pm or 10am – 6pm Monday to Saturday, 5 days a week

### What's in it for you:

- Employee Assistance Program for you and your family members (psychological support)
- An extra day off for voluntary activities close to your heart
- Working from anywhere in Poland or from our brand new Łódź office at Gdańska 130
- Access to our Employee Network Groups, which represent every strand of diversity and allow colleagues to connect and learn from each other on an open, inclusive platform
- Opportunity to become one of the Internal Trainers
- LuxMed medical healthcare and Generali group insurance

- Multisport Plus / Classic or MultiKafeteria benefit systems
- A positive atmosphere with excellent work-life balance (a 30-minute lunch break included in the 8-hour working day)

You'll be joining a network of 55,000 experienced, innovative, and dedicated individuals across multiple disciplines and sectors. There are countless opportunities to learn new skills and develop in your career, and we'll provide the support you need to do just that. Our purpose is to create a better outcome for you.

### What we hope you'll do next:

Click 'Apply now' to fill out our short application form, so that we can find out more about you.

### About Capita

Capita is a consulting, transformation and digital services business. Every day our colleagues help millions of people, by delivering innovative solutions to transform and simplify the connections between businesses and customers, governments and citizens. We partner with clients and provide the insight and cutting-edge technologies that give time back, allowing them to focus on what they do best and making people's lives easier and simpler. Capita is a leading business services provider with over 55,000 employees, operating in the UK, Europe, India and South Africa.

Capita Poland supports clients across various sectors, including local government, customer service, procurement, life and pensions, insurance, data analysis, and learning and development. We operate in three locations – Kraków, Opole and Łódź.

Daily, we deal with simple processes like checking data correctness, contacting with clients, training coordination, and much more complex processes like closing general ledgers, reporting, financial analysis, claims processing, systems implementation, technical customer support, or fleet administration.

We're an equal opportunity employer, which means we'll consider all suitably qualified applicants regardless of gender identity or expression, ethnic origin, nationality, religion or beliefs, age, sexual orientation, disability status or any other protected characteristic. We recruit and develop our people based on merit and their passion for creating better outcomes, and we're committed to creating an inclusive environment for all employees.