

*Volvo Parts Customer Solutions (VPCS) is a contact centre, offering round-the-clock assistance with emergency breakdown services for Truck, Bus and Pentausers all over Europe and the USA. VPCS provides its customers also with technical advice. The call-outs are attended to in the customer's native language and within the shortest time limits. At present we are looking for a:*

## Junior Breakdown Co-ordinator

### Function:

- You register calls and problems in a logging system
- You follow-up the breakdowns and keep the driver, customer, home dealer informed about his case
- You negotiate acceptable solutions for logistic & technical problems

**We offer a challenging part-time or full-time job in an international environment with a competitive salary.**

### Profile:

- Being fluent in the following language-combinations:
  - German, French + Dutch, Italian or Spanish
  - Polish, German
  - German, French + Polish, Czech or Russian
  - French, Italian, Spanish
  - Swedish, Finnish, German
  - Swedish, Finnish
  - Italian, Portuguese
- Good knowledge of English is required
- Basic skills in MS Office applications
- Customer-oriented with good communicative skills
- Technical knowledge of trucks and busses is an asset.
- Willing to work in a shift system



**Interesse? Stuur je cv en motivatiebrief naar [recruitment.be@volvo.com](mailto:recruitment.be@volvo.com)**

