



Ваш надежный помощник

Customer Support Consultant (Fluent Dutch, English and Ukrainian)

📍 Киев,

Компания: 3Shape

Рубрики: [IT, WEB специалисты](#), [Торговля, продажи, закупки](#), [Работа без квалификации](#)

Пожелания к сотруднику

Образование: неоконченное высшее
Опыт работы: не требуется
График работы: полный рабочий день

Описание вакансии

3Shape is a Danish hi-tech company that **creates 3D-scanning and software solutions for healthcare industry**, such as hearing and dental aid production, where we have a global leading position for **more than 20 years**.

3Shape is headquartered in **Copenhagen**, with development teams in Denmark and Ukraine and with a production site in Poland. We are global company with representation offices in Europe, Asia, and the Americas. **Founded in a year 2000**, today, 3Shape serves customers in **over 100 countries**.

You have technical interest and willing to join dynamic and innovative IT company? We are looking for a customer Support Consultant to join our energetic and multicultural team who will share our passion for solving problems and building strong relationships with our reselling partners and end-users around the world.

Areas of responsibilities:

- Provide excellent and efficient technical support on 3Shape hardware (3D scanners) and software via online sessions, telephone, e-mails and occasional on-site events.
- Managing support cases: collect all relevant information from customers, according to company's procedures and record this using company's CRM
- Interact with other departments and escalate customers feedback further

You should possess the following competencies:

- Customer oriented approach
- Good communicator with ability to ask and listen
- Strong verbal and writing skills in **Dutch, English and Ukrainian**
- Problem solving and logical thinking skills
- Result oriented and stress resistant
- Aspiration to self-development and eager to learn
- Customer Service experience is preferred
- Analytical, multitasking and empathetic skills

We offer:

- Participation in producing market-leading technology products for customers around the world
- Work in a unique professional, friendly and supportive environment
- Constant professional growth and development
- Competitive salary level
- 39 working hours per week
- Remote work
- A healthy work-life balance
- Annual paid vacation (24 working days)
- Paid sick leaves and a child sick leaves
- Maternity and paternity leaves
- Medical insurance
- Compensation of lunches

- Regular company events
- Opportunity to become a part of the success that 3Shape has created over the past 20 years.

We will be glad to welcome you in our team!

For more information, visit our **web-site**: 3shape.com or contact HR department via e-mail recruit-ua@3shape.com.

You can follow us on **social media**:

facebook.com/Lifeat3shape/

facebook.com/3Shape/

linkedin.com/company/3shape/

instagram.com/3shape/?hl=uk

youtube.com/user/3shape

Контактная информация

Сайт: <http://www.3shape.com>

Адрес: Киев, Poliova str., 21