

# Specialist CSO Card (maternity leave)

## Job Purpose:

Responsible for the customer services operations to a portfolio of large and/or key customers with regards to:

- Responsible for the completion of defined card CSO processes and customers with regards to customer requests/complaints, orders and contracts processing, master data maintenance.
- Execute card CSO processes and procedures in accordance to the defined deadlines, ensuring accuracy, completeness, and compliance with relevant internal and external standards, always focusing on providing excellent customer experience. Contribute to process optimisation.
- Identifies anomalies as they arise and uses judgement based on rules and procedures to resolve.

## Key Responsibilities:

- Builds and maintains a permanent, long-term relationship with a group of customers
- Provides professional support to the customers via hotline and/or salesforce tickets / e-mails, portal etc.
- Develops and maintains extensive understanding of all products, services, systems and processes in order to deal with wide variety of questions, shares the knowledge with colleagues, sales teams and other departments
- Processes and maintains customer related master data, pricing conditions and other commercial conditions
- Processes and maintains customer contracts within given area of responsibility as per defined scope
- Manages online customer collaboration
- Handles standard and nonstandard customer requests, provides appropriate solutions and alternatives within the time limits and follows up to ensure resolution according to defined working procedures
- Responsible for card production
- Responsible for vouchers, managing their orders, creation, payments, activation and stock management
- Responsible for all related invoicing activities within defined scope (bonus, invoicing, penalties) and investigation and resolution of invoicing and pricing complaints, including invoice corrections
- Manage surveys and execute marketing activities to current customers
- Supports the onboarding and training of new employees by sharing knowledge
- Has good knowledge of the interdependencies and manages professional interfaces with other departments
- Upon request performs CSO related analysis and reports
- Provides guidance to sales in his/her area of scope, provides support and guidance in working with customer portals etc.
- Performs additional tasks within his/her area of expertise and responsibility according to defined working procedures and performance KPI's
- Performs additional tasks within his/her area of expertise and responsibility according to the definition of her superior

## Requirements:

- University Education, Min Bc. – Economics, Business
- Proven customer support experience or experience as a client service representative > 3 years
- Excellent communication skills and active listening.
- Familiarity with CRM systems and practices
- Solid understanding of key functional areas and proven ability to undertake discrete tasks in own discipline
- Very strong customer orientation and ability to adapt/respond to different types of characters
- Ability to multi-task, prioritize, and manage time effectively
- Works in-depth on complex problems in one specific field

- Capable to operate in international environment and to decide within a given range of options
- Accurate and precise working attitude
- Excellent team player
- MS office + SAP/ other IT relevant systems (advantage)

#### Language Skills:

- Fluent in Slovak (written and spoken) – C2
- Fluent in English (written and spoken) – B1/B2
- Fluent in German (written and spoken) – min. C1
- Hungarian - advantage

**Salary offer:** from 1600,00 EUR/monthly gross

**For further information please contact:**

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