



Euro-Center is one of the world's leading medical assistance and claims handling companies, annually processing over 160 000 cases around the globe.

Assistance Center Coordinator with German OR Polish

Become part of Euro-Center and do both challenging and rewarding work. Our team values team spirit, communication and quality. You can practice your knowledge of foreign languages daily.

You would work closely with our medical and transport team. The main task is daily contact with our clients abroad, hospitals, airline companies, tour operators etc. Our team members are specialists helping travellers worldwide in uncomfortable situations.

We are looking for **German OR Polish** speakers to strengthen our Prague-based teams.

Requirements:

- Native or Advanced (level C2) knowledge of German OR Polish
- Advanced English - it is the internal company language
- Experience in working in customer service is an advantage
- Empathy towards customers
- Good level of organization, multi-tasking and effective time management
- Flexible and fast thinking, coolheaded in stressful situations
- Ability to analyse a situation and find a solution
- Time flexibility (work in shifts 24/7) - possible 40% of working time work from HOME OFFICE after probation period
- Important: Work and residence permit in the Czech Republic

What we offer:

- Background of a stable international company with 12 branches worldwide
- Multinational environment and daily communication in foreign languages
- Initial training based on international professional know-how
- Motivating salary and benefits (e.g. meal allowance, quarterly bonuses, Multisport card, contribution to language courses and many more!)*
- Modern offices in Karlín (one of Prague's liveliest districts)
- Flexible planning of shifts, part-time also possible
- Quarterly paid bonuses based on performance

To have a better understanding of our company and daily responsibilities, please see our CASE STUDIES. (<https://www.euro-center.com/cms/case-studies>).

If you are interested in this position, please send us your CV at **HR.Prague@euro-center.com**, including your time availability, both for the interview and a possible starting date.

We are looking forward to receiving your applications!

* Benefits are subject to part- or full-time employment.