



There are over 8 billion people on this planet. And by 2050, there will be 2 billion more... many moving into urban centers at an unprecedented rate. Making sure there is enough food, fiber and infrastructure for our rapidly growing world is what we're all about at John Deere. And it's why we're investing in our people and our technology like never before! Here the world's brightest minds are tackling the world's biggest challenges. If you believe one person can make the world a better place, we'll put you to work. RIGHT NOW. To support the growth of John Deere Polska Business Service Center office in Poznan, we are currently seeking a:

## **Junior Customer Support Representative with Russian Poznan, Poland**

As a Junior Customer Support Representative in the Product Support Contact Center (PSCC) located in Poznan, Poland, you will provide front-line technical support/information/solutions to John Deere dealers and customers on Intelligent Solution Group product related inquiries, issues, and concerns to optimize customer satisfaction and retention. We're creating a new team, that would drive customer experience through professional service and responding to product related enquiries supporting Europe, Asia, and Africa. In addition, you will:

### **Your Responsibilities:**

- Support customers and dealers in Russian and English in a contact center environment.
- Provide support via multiple channels (telephone, email, and tickets).
- Effectively document each interaction within the Case & Contact Management System.

### **Skills You Need:**

- Ideally, you will have a bachelor's degree (or during studies) and willingness to learn.
- Bi-lingual in Russian and English proficient in both verbal and written.
- Ability to work an eight hour off-shift (hours 7:00 am to 4:30 pm) and occasional holidays during the busy season to support the business.
- Hybrid available once training and onboarding period complete.
- Ability to work on multiple tasks/projects simultaneously.
- Comfortable working in a call center environment in an office environment.
- Ability to work in a fast-paced environment meeting the needs of the customer.

### **We Offer You:**

- An attractive compensation package including variable pay program, life cover/income protection benefits.
- Flexible working solutions to balance family and career.
- Development and learning opportunities to support current needs and future aspirations.
- On-line (Coursera and other methods) and in-person trainings.
- Being a part of a dynamic and enthusiastic team.

Please send an English version of your CV - **Apply now.**

John Deere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to, among other things, race, religion, color, national origin, sex, age, sexual orientation, gender identity or expression, status as a protected veteran, or status as a qualified individual with disability.