



We are hiring!

Customer Service Specialist Italian (f/m/d)

We are expanding the international team of our FP Shared Service Center Europe in Hennigsdorf (northern Berlin area).

Your profile

- Native Italian/ fluent in German or English.
- Previous experience in customer service, retail, tourism or hospitality is a plus
- Knowledge of common MS Office products.
- Customer-focused, structured and reliable attitude.
- Great team spirit.
- Thriving in an international work environment.

Your role

- Customer service for Italy in relation to FP products and services.
- Work with our customers and dealers to resolve their issues on the phone, via e-mail or chat.
- Help customers with their invoices, payments, deliveries or local post related issues.
- Document incidents and resolution.
- Common administrative and back-office issues.
- Assisting on projects and process improvement.

Your benefits

- Be part of an intercultural, motivated and openminded team.
- Enjoy flat hierarchies and an appreciative working atmosphere.
- 38 working hours per week and no work on the weekends
- Have 28 days of vacation, and an attractive salary package
- annual salary increase
- 2 special payments per year through holiday and Christmas money
- Choose between either a monthly public transport ticket or a parking spot in our building.
- Be supported in language learning and other educational ambitions.
- Take advantage of different possibilities to grow within the FP group.

About the FP SSC | The FP Shared Service Center Europe (SSCE) was established to further improve FP's service quality and speed by combining our strengths in one centre for the whole of Europe. The SSC Europe is located in Hennigsdorf near Berlin and is part of the FP Group.

About FP Group | The internationally active, listed FP Group, headquartered in Berlin, is an expert in secure digital communication. As the market leader, FP offers digital solutions for companies and public authorities as well as products and services for efficient mail processing and consolidation of business mail with its "Software/Digital", "Franking and Inserting" and "Mail Services" product segments.

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Please, apply only per e-Mail!