

IGK (www.igk-group.com) since 1992 is one of the leading companies in the credit management market.



IGK business lines:

- business creditworthiness evaluation (credit rating);
- legal services and amicable dispute resolution;
- credit risk insurance broker service.

IGK offices – Germany, Latvia, Lithuania, Estonia, Kazakhstan, Ukraine, 6 offices in Russia

Staff – 130 employees

IGK invites candidates for a job-interview:

Customer Service Manager

Job description:

Communication with existing international clients and partners via e-mail and mainly in English.

- process orders, prepare correspondence, keep records and file documents;
- manage large amount of ingoing and outgoing correspondence;
- handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution;
- identify and assess customers' needs to achieve satisfaction.

Requirements:

- computer skills (MS office basic skills);
- foreign languages: good skills of written English and Russian;
- analytical mind-set;
- excellent communication and presentation skills;
- high level of responsibility and work efficiency.

IGK offers:

- system of permanent salaries and bonuses;
- opportunity for professional growth;
- training.

Full time employee

Location: Riga

Interested? Please send your CV and motivation letter via e-mail: maksim_ananyev@igkservice.lv