

opteven is searching for an incidence manager söker efter en skadehandläggare

Opteven, a company specialized in mechanical breakdown insurance and road assistance, based in Villeurbanne, France, is looking for a **Incidence Manager Swedish spoken (M/F)**.

Opteven is the second biggest actor in the mechanical breakdown insurance market. Focused on customer care, Opteven has enjoyed great success.

Work description:

- Administrative management of customer contracts and subscriptions
- Support customer requests (telephone, email, web) : Hotline for subscription and claims online, answering customer and supplier requests
- Customer invoice and unpaid recovery (dunning process)
- Claims management
- Participate to French activity (according the level of French)

Requirements:

- Experience within a customer service or call centre environment, plus good computer skills
- Customer service orientation
- Have team spirit
- Dynamic and adaptable
- Organized and rigorous
- Bilingual French or English would be a plus

Conditions:

- Full time work, permanent contract
- Shift: 35h/week, (8h/17h) from Monday to Saturday maximum
- Employee status
- Salary : 1552 euros
- 13th month bonus paid in December
- Holidays bonus: 1/2 salary month in June (began after 6 month working)
- Transport bonus: 50 euros per month
- Staff canteen (company participation up to 4,80€),
- 100% Complementary health insurance paid by the company after 6 month in the company)

Please send your application to: grh@opteven.com

Or by mail to : Opteven Services – Service du personnel
35-37 rue Louis Guérin
69100 VILLEURBANNE
FRANCE

