



CREATING
**A BETTER
TOMORROW**

Job Advert

BAT is evolving at pace - truly like no other organisation.

To achieve the ambition, we have set for ourselves, we are looking for colleagues who are ready to live our ethos every day. Come be a part of this journey!

BAT POLAND IS LOOKING FOR AN ENGAGEMENT CENTER AGENT

SENIORITY LEVEL: Non-Management

FUNCTION: Marketing

LOCATION: Warsaw, Poland

TYPE OF CONTRACT: Permanent

BENEFITS:

- Private Medical Subscription and Life Insurance
- Fitness, Wellness and Mental Health benefits
- Learning & Development programs
- Hybrid work environment

DISCLAIMER: We encourage you to apply and although we don't have an open role at the moment. Our Recruitment Team will be in contact with you early January, following the holiday season, to have a proper chat.

ROLE POSITIONING AND OBJECTIVES

We are looking for dedicated individuals to join our new Engagement Centre and help shape its success. As an Agent, you will be responsible for assisting our consumers with inquiries and general questions or concerns regarding our BAT Brands. British American Tobacco is constantly booming, and there is potential for growth within the engagement center or other areas of the company. You will need to stay current with system information, changes, and updates. If you are communicative and are eager to follow process documentation, this job is perfect for you! Not only will you have the opportunity to work with a dynamic team, but also contribute to the success of our new Engagement Centre.

Reports to: Engagement Centre Supervisor (G33)

Reporting Level: Individual Contributor/Manage Self & Others

Geographic Scope: Warsaw, Poland

WHAT YOU WILL BE ACCOUNTABLE FOR

- You can exercise your communication skills by dealing with clients' requests by phone, email or chat
- You will have a great opportunity to work in a fast – paced environment and practise your organisational skills
- Not only can you learn more about tracking but also reporting system issues



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- You can be our clients' hero by supporting them with new processes and guidelines
- You may also get experienced at supporting and helping on process documentation

ESSENTIAL EXPERIENCE, SKILLS AND KNOWLEDGE

For Engagement Center Agent position we are looking for an individual who has:

- Natural communication skills and ability to work independently
- Proficiency in both German and English
- High learning and adaptation skills
- Very good know-how of handling objections
- Enthusiastic, determined and stress-resistant

WE ARE BAT

At BAT we are committed to our Purpose of creating A Better Tomorrow. This is what drives our people and our passion for innovation. **See what is possible for you at BAT.**

- Global Top Employer with 53,000 BAT people across more than 180 markets
- Brands sold in over 200 markets, made in 44 factories in 42 countries
- Newly established Tech Hubs building world-class capabilities for innovation in 4 strategic locations
- Diversity leader in the Financial Times and International Women's Day Best Practice winner
- Seal Award winner – one of 50 most sustainable companies

BELONGING, ACHIEVING, TOGETHER

Collaboration, diversity and teamwork underpin everything we do here at BAT. We know that collaborating with colleagues from different backgrounds is what makes us stronger and best prepared to meet our business goals. **Come bring your difference!**

To apply for the job send us your CV to anna_gawdzik_external@bat.com