

Multilingual Customer Service Advisor - Italian - 1 impiego

Regno Unito, Lancashire

Must be fluent in Italian and English, both written and spoken. An active member of the Customer Experience Department, this is an exciting opportunity for an enthusiastic and ambitious individual to join the Post-Sales Team at Trueshopping Group.

A dynamic customer service specialist who can support the growth across several websites, in various countries and their respective languages. You must have the attitude and aptitude to learn and develop and become an integral member of the team.

Every opportunity will be afforded to you to ensure you that training is received in our product ranges and brands to help you achieve this. You will be the first point of contact for many of our customers and will need to provide high levels of customer service. The main responsibility of the role will be answering incoming calls and emails using the Numero system and managing customer orders using a bespoke Backoffice System and Magento. Working in a team environment is integral to the role as is the responsibility to deliver a high level of customer service via communication skills.

Reports To: Team Leader

Principle Responsibilities

Answering incoming calls and resolving the customer queries * Managing customer orders using a bespoke Backoffice System and Magento * Liaising with Couriers, tracking customer deliveries * Responding to customer emails using the Numero systems * Resolving customer complaints * Liaising with Suppliers * Supporting the team and communicating with fellow co-workers to achieve high levels of customer service * Organising your own workload appropriately * Forge good working relationships between internal departments * Support the Team Leader in all activities as and when required

Key Skills

High standard of verbal, listening and written communication skills with impeccable attention to detail * Ambitious with an ability to learn new skills quickly and continually learn in your role and stay up to date with best practice * Able to work to deadlines, targets and demonstrate commercial awareness * Ability to work in a fast-paced environment under the pressure of deadlines * Experience of working with Microsoft office including Word and Excel is essential * A self-motivated, pro-active individual who is able to work as part of a team * Ability to work effectively on multiple tasks * Willingness to assist other team members and share learning experiences and opportunities * Commercially aware and keen to develop own business and product knowledge

Key Competencies *

Able to work in a fast paced environment under the pressure of aggressive timescales and targets * Willingness to help other team members, and share learning experiences and opportunities * Commercially aware and keen to develop business knowledge * Willingness to go above and beyond core requirements to achieve deadlines and targets * Enthusiastic and passionate about their work.

Datore di lavoro:
Trueshopping Ltd

Fonte: Department for Work and Pensions, Public Employment Services, United Kingdom