

TERRAVISION GROUP

A major European company working in the tourism industry, with headquarters in Rome and London, is offering an excellent opportunity for a Paid **Customer Service Internship**.

Job Description

In the Paid Internship you will work in a small team to support the company's Customer Service Department which covers various business unit. You will learn to managing a high number of incoming client enquiries across a variety of channels, technical support, liaising with Service Managers and Partners.

Daily Tasks

- Help Desk Operator for client enquiries
- Technical Assistance for ticket changes
- Investigating and responding to incoming claims
- Liaise with Service Managers, Regional Managers and partners
- Manage different reservation platforms and databases
- Editing of a range of documents, texts in English and Italian

The Candidate

- Fluent English speaker, knowledge of a third foreign language is a plus
- Excellent organizational skills
- communication and relationship-building skills
- Positive attitude with dedication and drive
- The ability to work under pressure and adhere to tight deadlines
- A problem solver with the ability to make quick decisions
- Knowledge of all Microsoft Office applications and all-round knowledge of computers and the internet

After completion of a successful internship, your career path can lead to hiring in our Customer Service Department.

The position is based at the company's office in Rome, Italy.

Please send your cover letter stating why you are the best person for the position and your curriculum vitae to jobs@terravision.eu with Customer Service Internship stated in the subject line.