Customer Service Representative (Italian) in Kyiv

Регион: Киев

Зарплата: 27 000 грн.

Отрасль компании: IT-консалтинг / Услуги /  Производство оборудования

Владение языками: Английский (свободно), Итальянский (свободно)

Вид занятости: полная занятость, готовы взять студента

International software technological Company - iDeals Solutions (www.idealsvdr.com) opens a new position for Customer Service Representative - Italian in its Kiev office.

iDeals Solutions is a global Company with a team of highly qualified and reliable experts with offices and partners in four international regions including North America, Western Europe, Eastern Europe, and the Asia Pacific region. The Company is intended to be a global leading SaaS provider of secure document management solutions.

If you'd like to grow and run exciting new projects using latest and hottest technologies, we can give you such opportunity. We are looking for proactive and talented people who are ready to meet real challenges and interesting tasks and be ready for wide career opportunities.

Requirements:

* Italian writing and speaking - high level, fluent, C1 or C2
* **Very good writing and speaking English** (C1 or C2 - proficient, advanced or higher)
* Experience of communication with Italian native speakers
* Previous working experience using Italian at least 1 year
* Excellent knowledge of Russian language (without Ukrainian accent)
* University Degree or final year students will be considered as well
* Excellent computer knowledge, proficient in MS Office (Word, Excel)
* Passion for professional development in IT industry
* Self-management, openness, kindness, and sense of humor
* Readiness to work from 3 to 8 night shifts per month and 1 shift during weekend (per month), the rest would be day shifts.

Responsibilities:

* Handling incoming calls/correspondence (in English, Italian and Russian)
* Consulting users, knowledge working
* Processing customer requests
* Resolving technical problems in accordance with the instructions
* Quality control of IT systems
* From time to time: taking over additional tasks, if necessary - e.g. writing content to support users (clearly and concisely) or documenting internal procedures, etc.

Compensation package and work conditions:

* Competitive high salary (depending on the interview results)
* Work in the technology software product company, with great goal-oriented people, without any outsourcing issues
* Free lunches and snacks
* Good office location
* 100% paid vacation and sick leave
* A lot of opportunities for professional growth
* Paid attendance of conferences, seminars, language classes, etc.
* Other perks ;)

**To apply for this job please send your CV to inna.gotsulak@idealscorp.com**