

Bilingual (German/English) Customer Service Internship

About the company

Convertize turns psychology into digital solutions, helping marketers to get better results online. Founded in 2011, we began by conducting acquisition campaigns for B2C and B2B websites. In order to generate more leads/sales for our clients, we used a combination of analytics, psychology and A/B Testing. This data-driven approach to marketing is now central to everything we do.

In 2018, Convertize relocated to its current premises in Hammersmith, London. This new headquarters provides the perfect working environment for a multinational and professionally diverse company. Crucially, it provides plenty of space for the Convertize team to grow.

What makes us special

- A dynamic and multi-cultural team
- A fast-moving environment
- A dynamic office structure with minimal hierarchy
- Responsibility from the first weeks of your new internship

The Role

We are looking for a multilingual candidate for the position of Customer Service Intern for the European market who can start in **February 2021** for at least 6 months. Your main tasks will be the management of all customer services for a number of B2C e-commerce websites.

In their first weeks each new starter will get a personal training by our team, tailored to their skills and learning progress.

Who might this role appeal to?

- A student or recent graduate with multilingual skills

Key Responsibilities

- Reply to customers' emails in French, English and German, additional European language will be a plus (Italian, Spanish, Dutch)
- Overseeing purchase on the Internet
- Manage refund and payment
- Creation of product sheets
- Creation of templates, update of websites terms and conditions

- Assist in marketing service
- Moderation on social media portal
- Translation of marketing materials

The Requirements

- Hard working student with strong attention to detail and ability to see the big picture
- Being outgoing and enjoy dealing with customers as well as business partners
- Good knowledge of MS Office applications
- Excellent English skills

The Benefits

- Paid internship
- Free coffee, tea and tap beer

Additional Information

- The role is based in Hammersmith, London
- The standard working hours are 9am – 6pm, Monday to Friday