

Operatori (M/F) di Call Center
Empregado dos Centros de Chamadas
Portogallo
n. posti 10

Partner Services specialist the role the successful applicant will be responsible for supporting the health of the partner ecosystem, strengthening the daily operational relationship with each partner and ensuring that the partners voice is shared throughout the organization. You will be a part of a fast-paced, results-driven B2Bteam that thrives in delivering impeccable service to the farfetch partner community of the best luxury boutiques and brands. What you'll do: -Act as the main point of contact for partners regarding daily operational and technical queries (e.g. order /returns issues. System queries, customer service priorities);-support partners with speed. Quality and service on every communication channel;- monitor operational KPIS, trend spot partners behaviours, and proactively seek solutions for recurring issues;-work closely with internal departments to ensure that top notch service is delivered to all internal and external customers;-identify best practices and help establish process standards that guarantee consistency and efficiency at scale;-drive partners satisfaction by providing effective and reliable support and identifying improvement opportunities to meet partners expectations;- be the voice of the partner and advocate for the organization to drive value for the partner ecosystem who you are:- experienced in a service environment, preferably B2B;-results-driven with a natural drive for high performance;-fluent in English and Italian (both written and spoken);- organized and detail orientated:- problem solver with strong negotiation skills;-able to work under pressure in a fast-paced company:-focused on building long-term relationships with customers;-available, reliable and accountable (flexible working hours based on partners need including weekends or early/late hours at times);proficient user of it systems, both partners service tools and windows packages including Microsoft excel and powerpoint to apply, please send your Letter+ CV to eures.drn@iefp.pt cc:eures@regione.piemonte.it

Before: 30/12/2017

Category: Contact centre information clerks

Source: IEFP Public Employment Services, Portugal

Job info :

Required languages : English (good)+Italian (very good)

Experience required: Up to 1 year

Driving licence: No

Education skills required: Higher Technical Training

Contract duration: Temporary

Contract type: Full time

Salary: Minimum 1000 EUR (Gross-Monthly)-Meals included

Job vacancy id: 588772364

For further information: <https://ec.europa.eu/eures/eures-searchengine/page/main?lang=en#/fullscreenJvView?uuId=6527d002f2b5411c93a303d5d73d4ff2&jvId=588772364&pesId=46>