Customer Care Specialist Internship | Head Office Rotterdam | full time
Rotterdam, Netherlands · Sales · start: ASAP

DESCRIPTION

Become responsible for our secure booking system at our startup
Field: Customer Service, Sales, Payments, process engineering

Time period

- 40 hours a week
- Starting period asap
- The duration is between 10 weeks and 7 months (depends what suits best for your personal schedule)
- If you sign for a 7 months period, the internship allowance is 650€. For a shorter period we do not pay an allowance (you can try to apply for the Erasmus placement grant to get some money this way)
- You will work from our office in Rotterdam, the Netherlands

Your Responsibilities

- HousingAnywhere.com launched a secure booking service on the website. Now our users can book & pay a room directly on our website. We need to make sure that users get familiar with this booking system.
- You will be responsible for calling our users of our website, offer them help, ask them for improvements for our website and explain them about our newly launched secure booking system.
- You will be working from our office in Rotterdam, the Netherlands.

Tasks of a “Customer Service intern”

- Analysing the behaviour of our users on our website
- Call advertisers that have problems posting or verifying their rooms
- Call active users, ask for their feedback how they experience our website
- Save the feedback for the users and discuss this on a regular basis directly with our CTO.
- Explaining to our users on the phone advantages of the booking system
• Helping our users with booking a room

REQUIREMENTS

Characteristics we are looking for in our Customer Service interns:

• Language: you should be able to speak English on an above-average level plus Dutch or German.
• Independent: The ability to work independently, take initiative and do what it takes to get the job done
• Structured: The ability to work in a structured manner. You will need to work according to specific checklists of our framework and develop the checklists yourself if they do not yet exist.
• Persistent: A central characteristic that is also the flag of our team is persistence. In HousingAnywhere.com we believe that persistence is the driver of our growth and expansion
• Productive and motivated worker: We need someone who is a hard worker and is really passionate about HousingAnywhere.com. You will work 40 hours a week, but should HousingAnywhere.com grow much more rapidly than expected, we are looking for people who are willing to go the extra mile. It has happened that our interns had to work on a Sunday. Although this is not common, you should be prepared for it!
• Energetic, optimistic and imaginative power: you need to motivate yourself and your colleagues, also in bad times.
• Willing to do simple tasks: your title will be “Customer Service intern” and you have quite some responsibility. However, on the other hand there is nobody ‘below’ you in our office. This means you also need to complete simple tasks, for example, preparing excel sheets, emptying the dishwasher etc. It won’t be your main job, but these things will be part of the job.

BENEFITS

Cool Things

• This is not your average internship: You are responsible for the promotion of our new service and the results of your job will be directly obvious, which is cool if things go right (and which is not cool when you underperform...).

• You will develop your relation, database and communication skills

• Our team consists of 16 people, with 14 nationalities, of which the oldest person is 26 years old; also having this experience of working in an international work environment will be a good element to have on your CV.

• You will be working in the Netherlands, in Rotterdam, in the student neighbourhood of Kralingen. Rotterdam is the second biggest city in the Netherlands and is one hour by train from the capital Amsterdam
How to apply

- You can directly apply via the following link: https://www.housinganywhere.com/jobs

Questions?

- Send an email to Konstantinos on hrm(at)housinganywhere.com.
- Application deadline: **Wednesday 31st of December, at 23:00**