Internship | Product Improvement & Customer Care | Head Office Rotterdam | full time

Are you looking for an internship with possibility to stay at a quickly growing start-up? Did you study abroad and fell in love with the international life? Do you thrive in international environments, have the start-up spirit and are you hungry to make an impact in the world?

Look no further -- join us at Housing Anywhere and become responsible for guiding our users through the platform.

Field: Customer Service, Sales, Payments & Process Engineering

Time period:
- Start date: 17th of January 2017 (preferably);
- Duration until the 31st of August (preferably);
- 40 hours per week.

Your Responsibilities
Housing Anywhere 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 the users of our website, offering them help and explaining them about our newly launched secure booking system.

Tasks of a “Customer Care & Product Improvement Specialist”
Product Improvement (30%):
- Analyzing the behaviour of users on our website (product);
- Saving the feedback of the users and discussing this on a regular basis directly with our Head of Customer Care how we can improve the website.

Customer Care (70%):
- Calling advertisers to verify their rooms;
- Contacting users, to inform that they have a booking request open or are accepted for a room;
- Calling users, to help them with booking a room;
- Explaining to our users on the phone advantages of the secure booking system.

Other (supporting) tasks:
- Website translation
- Preparing meetings at conferences
- Other tasks that could help improving the start-up

Requirements
Characteristics we are looking for in Customer Care & Product Improvement Specialist interns:
- Language: You should be able to speak 2 languages: English on an above-average level and Dutch, German, Italian, Spanish or French (exception for Native English speakers).
- Independent: ability to work independently, taking initiative and doing 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 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 Housing Anywhere 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 Housing Anywhere. You will work 40 hours a week, but should Housing
Anywhere 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 Care & Product Improvement Specialist 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.

Allowance
The internship allowance is 650€ per month (additionally, you can try to apply for the Erasmus+ grant).

Cool things
- Join a dynamic and quickly growing startup -- enjoy the startup atmosphere with low hierarchies and early responsibilities. This is the ideal learning environment for you if you already are or are think about becoming an entrepreneur. Even if your aim is “just” to make a good career, our growing team is looking today for the leader of tomorrow.
- 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 and communication skills;
- Our team consists of 50 full time people, with 22 nationalities and most people in our office are between 21-30 years old; You will be part of a bigger team of interns, all starting with us at the same time, making you a part of an international, and exciting environment!
- You will be working in the Netherlands, in Rotterdam, in the picturesque student neighbourhood of Kralingen. Rotterdam is the second biggest city in the Netherlands and is one hour by train from the capital Amsterdam.

QUESTIONS?
Send an email to Sanne at hrm[at]housinganywhere.com