

STUDENT TRAINEE CUSTOMER SERVICE DEPARTMENT

Tradeinn, located in Spain (10 km from Girona, Catalunya), is the first company online stores specialized in sales of sports equipment over the world. Currently, Tradeinn has thirteen stores online selling their products worldwide.

We are an experienced online retailer-over 17 years in business!

More than 500,000 sports products.

More than 1,000,000 satisfied customers.

Present in over 220 countries and territories across the globe.

Authorized retailer of over 750 top worldwide sport brands.

Founded in 1997, the company has staff of over 100 people. Our team consists of people from different nationalities: Spanish, French, Italian, English, German, among others.

JOB DESCRIPTION

In the Department of Customer Service, we are looking for an intern helping us answering incoming calls and mails sent from our clients from English speaking countries. The main functions are answering and helping them with their questions and / or issues, ensuring customer satisfaction:

- Changeing orders.
- Cancelling requests.
- Checking the status of shipment.
- Management of transport issues.
- Manageing returns or warranty cases.
- Manageing Gmail.
- Answering CRM.

SKILLS

- Interest in having an experience in the field of e-Commerce and to want to participate in the development growing the company.
- Dynamic, extrovert and interpersonal skills person. The interest in sports is an asset.
- Rigorous, decisive, quick and resourceful person to solve issues.
- Being a college student or middle / upper grade.
- Mother tongue English and good knowledge of German, Spanish, French and / or Italian.
- Good computer skills

MORE INFORMATION

Location: Celrà (Girona, Espanya).

Contract: collaboration agreement University / School and company practices.