

JOB – CUSTOMER SOLUTIONS EXPERT INTERN (F/M) – PIPEDRIVE – LISBON**Reference Ad: GIP/ October2021 – 0458****DEADLINE FOR APPLICATION: October 29th, 2021**

A Customer Solutions Expert Intern's main responsibility is to learn as much as possible about our product and our customers while providing support to more senior agents. Interns will assist with giving response to simultaneously incoming conversations through different channels. Help keep customers actively engaged, improving their knowledge and understanding of multiple product use-cases or technical escalations and guaranteeing customer satisfaction in each interaction.

CUSTOMER SOLUTIONS EXPERT INTERN**CANDIDATE PROFILE**

- *Understanding of email systems, filtering, spam and mail integration;*
- *Good communication skills;*
- *Ability to multitask;*
- *Customer-orientation;*
- *Ownership;*
- *Critical-thinking;*
- *Excellent customer service skills – great listening, responsiveness, follow-through, further escalation;*
- *Fluency in English (mandatory).*

MAIN RESPONSIBILITIES:

- *Obtain and retain information about the tool and our customer's journey;*
- *Observe and assist the senior agents, getting to know the different responsibilities of a CSE;*
- *Help more senior agents while dealing with customers and their queries (technical, billing or others);*
- *Help identify customer needs and expectations in a respectful, helpful and responsive manner via online chat, email and telephone;*
- *Support senior agents when contacting customers to follow-up on open requests and offer appropriate solutions/products to ensure that their needs are met correctly and effectively;*
- *Execute multiple tasks when requested, managing priorities and adapting to changes quickly;*
- *Assist the senior agents with supporting company-wide initiatives, helping to engage users;*
- *throughout their account lifecycle for onboarding, upselling and retention purposes;*
- *Lead-up the chain of command by informing senior agents of their ongoing challenges as customer-facing specialists and asking for constructive feedback on how they can improve as individual contributors;*
- *Act as a brand ambassador.*



WHAT WE OFFER:

- *A chance to apply your caring skills at a fast-growing tech startup;*
- *Fun colleagues on 2 continents, 4 time zones and a vibrant company culture;*
- *Competitive base pay;*
- *An annual 15-minute motivational talk from our CEO (We're kidding, of course. These don't happen every year).*

ADDITIONAL INFORMATION:

- *If this is something for you, send your resume (in English) or a link to your LinkedIn profile and please add why we should pay extra attention to your application.*
- *Pipedrive is an equal opportunity employer. We encourage diversity in the workplace regardless of age, gender, race, religion, disability, sexual orientation, gender identity or veteran status*
- *Submit your application: jobs@owenbabbage.com*