



## Job vacancy:

### Traineeship CUSTOMER REPRESENTATIVE SERVICE with Romanian and English language

**Number of available position: 2**

#### **General information:**

Location: **Czech Republic - Praha**

Form of employment: **full time**

Type of contract: **Traineeship - 6 months**

Gross monthly allowance (Euro): **760,67**

#### **Job description:**

The CUSTOMER REPRESENTATIVE SERVICE will be a part of a team consisting of young professionals and will:

- provide excellent customer service and acquire more happy customers,
- contact clients through multiple channels (phone, email, chat etc.);
- collect documents and information from the customers in order for their cases to proceed;
- seek for ways to improve the services.

#### **Requirements:**

- ✓ **General requirements:**
  - EU28 + Norway or Iceland citizenships
  - Residence in a EU28 country + Norway or Iceland (outside Czech Republic)
  - Between 18 and 35 years old
  - Registered on EUJOB4EU Platform with a complete CV in English
- ✓ **Language knowledge:**
  - Romanian: Intermediate (level min. B1: minimum communicative knowledge)
  - English: intermediate (level min. B2)
  - Another language (level min. B2) is an advantage.
- ✓ **Other specific requirements:**
  - education: high school economics;
  - interest in tax/economic field;
  - work experience in providing customer service;

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- a self-starter with a real desire to work and learn and with ability to work as a part of a team and to contact international clients via multiple channels;

**ISCO Profile requested:**

ISCO 1        42 - Customer services clerks  
ISCO 2        422 - Client information workers  
ISCO 3        4229 - Client information workers not elsewhere classified

**Procedure to participate in the selection:**

**Deadline** to present your candidature: **31/01/2017**

To participate in the selection it is necessary to be **registered on EUJOB4EU Platform:**  
[www.yourfirsteuresjob.eu/eujob4eu](http://www.yourfirsteuresjob.eu/eujob4eu)

The CV inserted must be written in English and COMPLETED in all the fields.

Once you are registered and you have COMPLETELY filled in your CV, please send an **email to eures\_fvg@regione.fvg.it**, indicating **“Traineeship CUSTOMER REPRESENTATIVE SERVICE – Czech Republic”** in the object.

Only candidates registered, with a complete CV and responding to the requirements will be contacted for the selection.