

“Multilingual Customer service officer” job description

(multilingual customer service call centre appointments Europe education startup “Erasmus+ success specialist”)

Job title: Customer service officer (“Erasmus+ success specialist”)

Location: Via Martiri della Libertà 9, Padova

Number of open positions: 1-2

Job overview: Are you fluent in English and other languages such as German, French, Spanish, Polish, Romanian, Turkish, Czech, Slovak, Bulgarian, Greek, Hungarian, Dutch or Portuguese? We enable schools and organisations to have access to Erasmus+ funding: you will join our start-up team and play a critical role in helping our rapidly growing educational start-up to establish one of Europe’s leading Erasmus+ organisations! The “Erasmus+ success specialist” is responsible to identify decision makers for approved Erasmus+ projects or new applicants either via creating engaging email conversations or by making direct phone calls to school leaders and teachers from all over Europe or by managing the telemarketing agency. The role entails following up individual teachers who expressed an interest and cold calling schools and organisations to qualify and to warm up the decision-maker: the goal is to identify approved projects or motivated applicants and schedule appointments with our experts. The ideal candidate enjoys the responsibility of being the first touchpoint and turning interest into intent to either use Erasmus+ funding for one of our courses or to make an Erasmus+ application. This is a great job for enthusiastic, goal-oriented and multi-lingual individuals committed to delivering targets in a fast-paced environment.

Reports to: Managing Director

Contract type:

IMPORTANT NOTICE: This contract duration and hours/week will be decided together!

It is a very exciting time for our start-up team! We would like to let you know that we are planning our recruitment strategies to meet the marketing environment we are managing and that you will contribute to! Please, notice:

- 1) At the moment, we are able to offer a contract of minimum 16 hours/week and maximum 30 hours/week
- 2) The initial phase of the role will be composed just of phone calls and will scale to further responsibilities as soon as the lead generation will reach its targets
- 3) We are evaluating various contract durations to be better adapted to the response you will get while making phone calls to schools. This means we would like to hear if you are interested to join our team for an initial short contract, with a view to become full-time and permanent and progress to all the role responsibilities as soon as the lead generation will reach its targets. The number of hours/week depends on how many languages you are confident you can speak on the phone (we recommend at least C1). The contract duration can be agreed based on your availability (e.g. 30 hours/week for 2 months, or 20 hours/week for 4 months). The contract must include calling time during mornings and afternoons. The contract will be offered in writing.

Join our start-up team and help us drive the growth!

Key responsibilities:

This is a dynamic job in a start-up environment with a variety of responsibilities, including:

- Making phone calls in English and other selected languages (**At least 60% of your time will be spent on making phone calls**)

- Calling inbound leads and outbound lists, introducing yourself and the company and asking questions to qualify leads
- Giving basic information
- Schedule appointments
- Liaising with the rest of the team to manage resource availability and special requests
- Providing basic information via email and follow up
- Managing initial email enquiries
 - Providing basic information
 - Integrating customised information into the email templates and ensuring quick email response time
 - Follow up with email senders and catch up with any interrupted email conversation
 - Forward emails to the final recipients
- Managing the telemarketing agency
 - Setting up telemarketing projects and KPIs
 - Supporting/managing telemarketing agency
 - Training and supporting external agents
 - Providing weekly feedback to telemarketing reports to increase results
- Identifying the type of interest, intention and preference
 - Qualify each opportunity at the right progress stage of our pipeline up to approval stage
 - Constantly chase up clients to check status and communicate options via email or other remote communication tools
- Using our platform and organising information
 - Monitoring and maintaining an accurate pipeline
 - Managing active school databases and lists
 - Following up CRM workflows and tidy up data
- Leading the support services
 - Drive our support services for both new applicants or decision makers of approved projects
 - Leading webinar services
 - Providing feedback to project drafts
- Contributing to the business development
 - Researching and planning country-specific information and strategies
 - Conducting phone surveys when needed
 - Cold calling local companies to explore work experience opportunities
 - Investigating and resolving concerns and issues
 - Liaising with our experts to organise additional services (e.g. webinars, etc)

Travel

No travel required.

Career progression

Please, read carefully the “Important notice” above. As you contribute and lead the business growth, your role can stay part-time or become full-time and move up to one of the following roles:

- *Marketing manager* with more responsibility to recruit, train and develop a team of call centre agents, to define and manage marketing campaigns to achieve sales targets



- *Erasmus+ experience advisor* with more responsibility to provide Erasmus+ funding advice and support and to achieve sales targets
- *Programme coordinator* with more responsibility to organise our Erasmus+ teacher training courses and to communicate all the details to the relevant contacts.
- *Managing director* with direct responsibility to lead the company

Compensation & Benefits

- Base salary: Livello 4 CCNL Scuole Laiche
- An attractive bonus and incentive scheme: we work by objectives and reward results

What we offer

- Welcome kit and onboarding programme
- International environment. Our language is English. Your work will have full European exposure and you will meet participants from many European countries! This job is a lifestyle!
- Opportunity for career progression: You will be part of a small but fast-growing start up team and get the opportunity to be involved in a wide range of work and eventually build and coordinate the future company plans.
- Agile work environment: We use smart tools for goal-setting, time-blocking and performance management. We work in the cloud and follow our process blueprints and kanban boards to manage the workload. Ready to conquer the workday!
- Team building activities: We believe effective team building builds trust, encourages communication, and increases collaboration. Enjoy fun activities and connect with the team!
- Opportunities to learn. We pay for your language lessons, but that's not where it ends. If you make a good case for some extra learning, we're delighted to pick up the tab.

What we are looking for

- **EXPERIENCE**
 - At least 2-year experience of outbound call centre operations, possibly international
 - Lead generation and qualification
 - Appointment setting
 - International background
 - Project management experience is desirable.
- **ATTITUDE**
 - An ambitious, hard-working and results-oriented individual who persevere through adversity until the job is done—and done well
 - Friendly, assertive and self-confident communicator, both written and oral, face-to-face, via email and on the phone, who can flex to various communication styles and lead a conversation and maintain control of the interaction.
 - Reliable, service-oriented, methodical, organised, punctual and dependable
 - A burning desire to join a new start up and take responsibility to lead its growth
- **SKILLS**
 - Fluent in **English** (at least C1 level) and a combination of two or more of the following languages at least C1 level: **Italian, German, French, Spanish, Polish, Romanian, Turkish, Czech, Slovak, Bulgarian, Greek, Hungarian, Dutch, Portuguese**
 - Outstanding communication and interpersonal skills



- Telephone skills
- Stress management skills
- Accuracy and attention to details
- Basic computer skills (emails, presentation, word)
- Project management and marketing management skills are a plus.

How we will measure your impact

- Number of webinar registrants
- Number of participants for approved projects