

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

Rotterdam, Netherlands · Sales · start: 15th August 2016

DESCRIPTION

*Become responsible for our secure booking system at our Startup
Field: Customer Service, Sales, Payments, process engineering*

Time period

- Start date: 15th August 2016 (preferably);
- End date: 31st January 2017 (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 the 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.

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.

BENEFITS

Allowance

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

Cool things

- 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 29 people, with 14 nationalities and most people in our office are between 21-30 years old; also having this experience of working in an international work environment will be a good element to have on your CV;
- You will be working in the Netherlands, in Rotterdam, in the student neighbourhood of Kralingen. Rotterdam is the second biggest city in the Netherlands and is one hour by train from the capital Amsterdam.

HOW TO APPLY

You can directly apply via the following link: <https://www.housinganywhere.com/jobs>

QUESTIONS?

Send an email to Davide at [hrm\[at\]housinganywhere.com](mailto:hrm[at]housinganywhere.com)