

## **Customer Account Manager – Italian Speaking**

**Number of Posts:** 2

**Contract Type:** permanent full-time job

### **Job description**

- Reconcile and update customer information on internal systems
- Maintain and update our enterprise customers database
- Provide customers with timely and frequent information about product updates to improve the overall customer experience
- Trigger communication with end users for support, licensing and sales enquiries
- Interact with cross functional teams (support renewals, marketing, support delivery, product management, educational and professional services) and educate our customers
- Adhere to internal processes
- No inbound calls or chats. No night or weekend shifts.

### **Requirements**

- English language required to a professional written and verbal level. Second language (Italian) required too.
- Has experience working in a contact center or other service-related environment
- Excellent listening, communications skills, both verbal and written
- Strong focus on problem-solving and addressing issues proactively
- Proven ability to thrive and deliver results while working autonomously
- Ability to multi-task and drive outstanding tasks to completion
- Energetic self-starter with a drive to excel
- Working knowledge of Microsoft Office
- Additional languages knowledge is big advantage

### **Training provided**

Full training provided at the starting point. Peer colleagues support during the ramp up. Supportive and friendly environment at work.

### **Any assistance with accommodation/relocation**

Support with information related to accommodation/relocation

### **Any other benefits**

Nice office next to the seafront. Centrally located close to Valletta. Parking space. Health insurance. No night or weekend shifts. Bonus scheme.

**Salary**

**EURO** 1200 per month (14400 **EURO** Annually)

**How will the interviews be held**

Via phone, Skype or in the office if the candidate is in Malta (not required)

**Any other information**

CV and covering letter should be sent by email to [eures.recruitment.jobsplus@gov.mt](mailto:eures.recruitment.jobsplus@gov.mt)