



Apply here

Start date

Flexible within the next three months

Duration

6 months

Languages

Good spoken and written English levels are required (B2 onwards)
Mandarin or Cantonese a bonus

Location

Belfast, Northern Ireland

Belfast is the capital city of Northern Ireland and over recent years has seen a period of significant regeneration and growth. The birthplace of the Titanic, this vibrant city has a buzzing nightlife and social scene with many cultural events taking place throughout the year. Close to beautiful countryside and the famous Giant's Causeway, Belfast has something to suit all tastes.

Are you eligible?

Are you a registered student?

Or

Are you eligible to participate in the Erasmus+ programme?

Benefits

See website for details of all ESPA benefits. For all internships over 6 months, additional benefits will be paid. Details available at interview.

Role

This is a fantastic opportunity for an organised, enthusiastic individual to gain an all-round business and customer service experience with this innovative host. Mentored throughout, you will deliver 1st class customer service to people purchasing, enquiring or returning goods, as well as carrying out various administration tasks to a high standard and in a timely manner. You will also help improve the customer service procedures to maintain and improve standards. For the selected individual this will be a fulfilling learning and work experience.

Tasks

- Providing help and advice to customers and prioritising enquiries into levels of importance
- Communicating courteously with customers by telephone, email, live chat, letter and face to face
- Improving customer service procedures, policies and standards, and meeting with other team members to discuss
- Communicate the status of customer returns (received, tested, replaced, cancelled)
- Analysing statistics or other data to determine the level of customer service we are providing
- Assisting with the dispatch of distributor stock orders
- General business administration support

Desired Skills

- Studying towards a degree in Business Administration or similar
- Exceptional Customer Service Skills, communication skills and a positive, forward thinking attitude
- Excellent written and verbal communication skills in English and practiced listening skills
- Excellent time management skills and ability to prioritise
- Basic analysis skills
- A keen interest in cycling, fitness and outdoors would be a bonus
- Flexibility to work different hours when required (weekends/nights a few times a month).

The Host Company

This Award-winning host company has developed an intelligent bicycle light loaded with cutting edge technology aimed at making cycling safer and cities smarter. Following its success as the most popular bike light on crowd-funding website Kickstarter, this new light can adjust to lighting conditions, alert the user if the bike is being tampered with and send an alert via a smartphone if the rider has an accident. Not only this, in collaboration with a top UK university, it is being used to gather data via a cloud-based application about road conditions, collision blackspots and popular routes, which will be used in cycle infrastructure improvements and future planning. This is an amazing opportunity for the successful candidate to join this company on their exciting journey.