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DENOMINAZIONE STRUTTURA OSPITANTE: KPS S.R.L. NoHow

TIPOLOGIA DI STAGE: Lo stage si rivolge a studenti/laureandi nel settore della comunicazione pubblicitaria, marketing, comunicazione d'impresa e promozione del Made in Italy.

SEDE DI STAGE: Perugia

DURATA DELLO STAGE: 2/3 mesi

PROFILI PROFESSIONALI, COMPITI E COMPETENZE RICHIESTE:

1) Customer Care Internship Description:

We are seeking a Customer Care Trainee to learn how to manage customer queries and complaints. The student will also learn how to process data, modifications, and escalate complaints across a number of communication channels. In this role the trainee will practice foreign languages and will be able to work using a non-native language. Good knowledge of main computer softwares is required.

Customer Care Internship main tasks:

- Responding to customer inquiries.
- Communicating with customers through various channels.
- Knowing our products inside and out so that you can answer questions.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.

Customer Care Internship Requirements:

- High school diploma, general education degree or equivalent.
- Comfortable using computers.
- Good attitude and standing
- Comfortable in using a foreign language to work
- Good team working skills
- Multitasking skills
- Punctuality
- Precision

2) Marketing Internship Description:

We are hiring trainees which are passionate about web marketing with a focus on online advertising to help and support the advertising specialist. The trainee will learn how to manage strategies, creation, launch, monitoring and optimization of advertising campaigns in the target countries.

The student will work with team members to support them with Facebook Ads, performance issues and strategy implementations on e-commerce strategy.

Marketing Internship Main Purposes:

- Knowledge of Facebook Ads
- Knowledge of Facebook Analytics
- Learn how to create clear reports with focus on strategic KPI

- Improve attention to detail and analytical thinking guided by metrics
- Improvement of communication skills
- Creative thinking and independent problem solving
- Improvement of English language skills

Marketing Internship Requirements:

- High school diploma, general education degree or equivalent.
- Comfortable using computers.
- Good attitude and standing
- Comfortable in using English language to work
- Good team working skills
- Punctuality
- Precision

CONTATTI PER L'INVIO DELLA CANDIDATURA: inviare il proprio CV all'indirizzo mail:
stageplacement@unistrapg.it