

**Sales and Communication Department**

The students will be working at our front desk, which is in charge of driving the company’s sales by delivering excellent customer service. Together with the colleagues, they will be available for clients by helping them on the phone, e-mail and in person. They will be promoting our offers to clients, helping them to plan stays, trips and many other services they might request during their stay. Moreover they will experience working with a multicultural group of colleagues: they will get to know more about new cultures and develop new ways to solve problems in teams.

The following describes the qualities of a Customer Service Intern we look for:

**Key Responsibilities:**

* Constantly communicate with customers to build and maintain long-lasting relationships through phone, email,web chat (Userlike) and personal meetings
* Dealing with issues relating to rental properties and customer complaints
* Manage booking requests, date changes, relocations, cancellations and refunds
* Prepare daily reports and statistics
* Close negotiations with clients and landlords by calculating the breakdown of the prices
* Regularly check client reviews to improve company’s customer service in the future
* Communicate with other departments of the company, including Marketing, Human resources, Account Management and Administration to ensure accurate information given to customers
* Writing and translating apartment descriptions to reach as many audiences as possible
* Acquire new online platforms to advertise apartments to gain more visibility

**Key Qualifications:**

* Strong attention to detail and proofreading skills
* Outstanding communication skills
* Ability to manage multiple tasks at once
* Web and computer skills
* Ability to establish and maintain a positive and professional relationship with co-workers and clients
* Cultural sensitivity and ability to relate well and effectively in diverse workplace and with a diverse client population
* Fluent English or Spanish as well as a second language

