



Camera di Commercio Italiana in Cina

中国意大利商会

China-Italy Chamber of Commerce

**China-Italy Chamber of Commerce**

**Beijing Career Day, May 12<sup>th</sup>, 2018**

**Job Description**

**Position:** Account manager

**Job Description (100 words):**

- Developing, coordinating and implementing first-class customer services
- The achievement of all client led Service Level Agreements
- Directly leading, developing, motivating, coaching, managing and organizing teams of Supervisor and Customer Service Advisers
- The provision of statistical and analytical insights to help shape and drive the operations to succeed in meeting the client's SLA
- Maximizing productive efficiency within the company and improving on our current delivery and reporting processes
- Ensuring the quality of customer service
- Ensuring appropriate communication channels exist between the staff and customers
- Build up customer relationship and ensure business continuity
- Responsibilities may change as the business grows and so therefore any candidate will need to be able to adapt to the changing needs of the business

Job location: BEIJING

Type of job (full-time, part-time, internship): FULL-TIME

Required experience: MORE THAN 2 YEARS

Starting date:

Salary (if indicated):

**Candidate's Requirements (100 words)**

Qualifications:

- Bachelor degree or above in business administration or related field

Experience:

- Prefer having more than 2 years experiences in a customer service environment essential, preferably within a large international organization

Skills and abilities:

- Italian as mother language
- Excellent command in English, additional fluency in any other languages as an advantage
- Excellent communication and interpersonal skills
- Demonstrable skill in independent problem-solving
- Be able to express comprehensive ideas in a clear
- Be able to establish and maintain effective relationships with team members and customers
- Knowledge of customer service techniques and principles

- Experience of managing in a collaborative team environment, delegating workloads and authorities
- Familiar with CRM system
- Self-motivated, patient and professional
- Strong sense of responsibility and ability to work well under pressure
- Must have advanced knowledge of Microsoft Word, Excel, PowerPoint



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### Company Information

Company Name: TLScontact

#### **Company Description (100 words):**

TLS contact is part of the Teleperformance Group, the worldwide leading provider of excellent customer experience at very single opportunity, serving governments and companies. Our rapid growth is a direct consequence of the confidence our clients have in us and the outstanding work performed every day by our teams around the world.

TLScontact offer face-to-face services to central and local governments, private organizations and utilities. Our face-to-face concept has been successfully applied in the visa application center. Our contact centers are built to a high standard of design, to make the interaction between the customers and our employees a comfortable personal service experience for the applicants.

We have successfully established service centers more than 80 countries across Asia, Europe, Africa and the Middle East for a number of Schengen governments, and we also have three area offices including one