

Anunț pentru funcții vacante

Postul: Senior customer service coordinator(Specialist marketing), norma 8 ore/zi, perioada determinata

Cod COR: 243103

Punct de lucru: Biroul National

Sarcini si responsabilitati:

1. Improve customer service experience, create engaged customers to ensure **donor retention**.
2. Develop **organizational capabilities** in customer service area, by utilizing new and existing assets to achieve qualitative and quantitative targets.
3. Drive **organic growth** by developing and implementing strategies to enhance donor experience and donor cultivation maximize use of customer data intelligence.

Cerinte:

- University Degree in Economics, Business or General Administration.
 - Business development, account management, sales strategies, marketing, and social marketing.
 - Customer oriented mind-set and attitude.
 - Ability to think strategically and visualize the bigger picture; pro-active, solution oriented.
- Ability and vision to bring WVR's Customer service to a new level.
- Excellent interpersonal skills including the ability to persuade network and negotiate effectively at senior levels.
 - Excellent verbal & written presentation skills.
 - Self-motivated; able to work independently in a relatively unstructured but highly accountable environment.
 - Proficient in English – writing and speaking.
 - Proven working experience as a customer service.
 - Significant business experience within Sales or Marketing.

Termen limită pentru depunerea cererii: **31.05.2018**

Candidații interesați vor înainta cererea către: **Flori Sturzu, Specialist Resurse Umane**

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