

Paid 300€ + benefits booking internship in Lisbon, Portugal

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Location

Lisbon, Portugal

Category

Customer relations

Job Type

Internship

Duration of internship

3 to 6 months

Base salary

300€ / month

Benefits

150€ in meal card

Work Hours

40h / week

Languages

English (C1)

Line of business

Customer Relations / Communication

Description

Our partner is looking for fluent English speakers (additional languages are highly valued) who want to have a true impact during the booking process. Join us in our headquarters in Lisbon and help other students just like you in making sure one of the most important steps in their lives goes smoothly — moving to another city to study abroad.

On top of that, you will also receive meal vouchers and personal allowance to help you live an amazing experience with some extra income.

Join us and access the same cool office perks that any employee has access to, from fresh fruit to free hot drinks, massages, in-house gym, and much more.

Responsibilities

What can you expect from this experience?

A lot of your day will be spent dealing with requests and inquiries from students from all over the world who are going to study to another country, as well as supporting them in finding their new home abroad. To be able to thrive in a startup environment, you have to be the type of person who feels comfortable going up to someone and communicating face to face, over the phone or in writing, and you get a thrill out of creative problem-solving!

What will your mission be?

- Support students throughout their booking experience by helping and inspiring them to find the right place for them on our platform;
- Liaise with other teams to come up with solutions, and to identify and escalate priority issues in order to avoid customer and operational impact;
- Find a place for students who had their original booking cancelled;
- Communicate with landlords to review their availabilities in order to support the entire booking process;
- Be supportive and helpful to students around the world, and prepare them for the best time of their life;
- Understand seasonal trends and work within them to ensure maximum occupancy;
- Write daily reports on your activity and be accountable for your contribution to the team's effort.

Company's presentation

Our partner is building a trusted, global brand for students. We believe in empowering student mobility and we have started by making the process of finding accommodation easier. We're solving real life pains and we're backed by top tier investors such as Atomico, Octopus Investments, Shilling Capital Partners and Caixa Capital to help us achieve this better and faster.

We are an internationally minded company with an extremely talented team and global ambitions. Our decisions are driven by our core values of Passion, Impact, Trust and Team Spirit - with which we aim at having a company where everyone feels accountable and empowered to achieve their full potential.

Profile required

What is the profile we are looking for?

- Fluent in English (other languages are a plus);

- Enrolled in university or recently graduated;
- International-minded and able to cope with spending some time working alongside talented people from 16 different nationalities;
- Available to relocate to Lisbon;
- A mix between an easy-going-communicative-proactive-dynamic-funky-positive person who is not afraid to jump into this amazing environment!
- We also expect you to be flexible and have an eagerness to learn, since it's the greatest recipe to thrive in a startup environment.

Recruitment process

First Skype interview with PIC Management and presentation of vacancies. Confirm the vacancy with your school (internship agreement) and activate your application.

Fee charged only once the internship is secured with the host company you previously chose. 385 euros for a 3 months internship, 15 euros/additional week

Send your CV to students@pic-management.com

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