

Intermino.com d.o.o. raspisuje oglas za poziciju Business Development Consultant. Za obavljanje ovog posla neophodno je dobro poznavanje jezika na kojem je oglas napisan. Ukoliko tekst oglasa ne razumete u potpunosti, savetujemo vam da razmislite da li je ovo pravi posao za vas. Oglas je objavljen na Internet stranici www.intermino.com a aplikacije su otvorene od 01/08/2019 do 20/08/2019.

We are looking for:

Business Development Consultant

Belgrade

Intermino.com DOO is a member of an international network of management consulting companies and has been operating world-wide, from Serbia, since 2019. Other member firms are based in Belgium and the United Kingdom and work together towards the common goal of providing management consulting services to large corporations in the areas of Internet, Sales & Marketing as well as technology integration on the Salesforce.com platform.

One of the great things about working with our company, besides the enterprise level systems, is the ability to use the latest cutting edge technologies and work alongside a talented, creative and professional team.

Position Purpose

- The Business Development Consultant is responsible for fielding incoming communications with customers who run Salesforce implementations through Intermino.com.
- The Business Development Consultant will communicate directly with customers, and be responsible for resolving their questions and problems.
- The ideal candidate should be tech-savvy and be able to demonstrate an ability to multi-task while resolving customer service issues.

- Shifts available are without rotation, 5 days a week, forty hour week, mostly during regular business hours from Monday to Sunday.

Key Job Responsibilities

- Identify, analyze and determine strategies for new market expansion (Slovenia as first priority) and go-to-market operations.
- Responsible for resolving incoming phone call, email, and chat communication.
- Ensures all customer issues are addressed and resolved to completion.
- Responsible for researching and resolving Salesforce.com inquiries.
- Provide web browser assistance and troubleshooting for a wide variety of browser compatibility issues.
- Properly notating customer interactions and issues in the Admin to ensure proper follow up.

Skills Required

- Excellent English language skills, both verbal and written.
- Excellent Slovenian language skills, both verbal and written.
- Other European languages are a plus.
- University degree or equivalent education (4 years pre-Bologna, 5 years post-Bologna).
- Experience working on EU markets, including Slovenia, Belgium and EU institutions.
- At least 10 years working experience is relevant for this senior position.
- Experience with Salesforce.com and/or other CRM systems.

- Ability to be self-motivated and exhibit a high degree of professionalism.
- Ability to quickly identify and troubleshoot customer issue appropriately.
- General knowledge of basic internet technologies.
- Intermediate proficiencies with current web browsers, Microsoft Word, and Excel.
- Ability to retain and reapply information learned during day to day interactions with supervisors and Management.
- Ability to effectively operate independently without the need of constant supervision.
- Demonstrated ability to handle high levels of stress and difficult customer interactions.

What we offer

- In addition to a 500€ net salary, we offer a package and great benefits that include:
 - Private health insurance
 - Sports activities
 - Fruit, coffee, tea, water and soft drinks... all on the house
 - Bright, colorful offices in Dedinje
 - The ability to work with the latest cutting edge technologies
 - Paid introductory training
 - All benefits paid pursuant to relevant Serbian laws

If you are interested in this position, please send a covering letter and CV in English to info@intermino.com!

Deadline for applications: 20.08.2019.