

# Italian and Spanish Customer Service Executive (Account management) - Full time position in a growing internet company in central London

**Role description: Working across our Italian and Spanish markets personally managing our small to medium accounts with the aim to retain and grow such clients' advertising spend via participation in our merchant programs and implementation of our leading proprietary tools for performance optimisation. This position will be based out of our London offices.**

**Who we are?** Nextag is the leading global comparison shopping search engine. On a monthly basis we help over 35 million consumers find the best deal on the products they search for by promoting voucher codes, sale prices and last-minute offers. Time Magazine has named us one of the 50 Best Websites.

From our London office we manage our European sites in UK, Germany, France, Spain and Italy with plans to expand further into Europe in the near future. [www.nextag.it](http://www.nextag.it)

**Why work at Nextag?** We have an entrepreneurial and success-oriented work environment fuelled by the talent, skills, and expertise of our employees who are the best in the industry. Our core strength is our positive can-do attitude where great ideas shape our actions and our passion drives us to develop the best solutions to the most challenging problems in the price comparison shopping area. With innovative technology, a market-leading position, and a dedicated, professional staff, we are poised for continued successful growth.

**Who are we looking for?** We are growing our European businesses and we are looking for a high-energy individual to fill this challenging starting position as Customer Service Executive role in our account management team. The successful candidate is eager to learn and driven by challenges, is not afraid to constantly push themselves, and enjoys winning as part of a performing team.

## **Responsibilities**

- Joining our European Sales and Account Management team, you will focus on approx 100 smaller to medium accounts with the aim to retain and grow these accounts on Nextag.it and Nextag.es.
- Market our merchant programs such as bidding, our ROI optimization tool, seller reviews and marketing messages to improve merchant performance and increase advertising spend.
- Effectively work with the client's contact people to ensure a successful and smooth implementation.
- As needed, answering any technical, implementation, or reporting related questions from clients.
- Provide accurate and timely status reporting for Italian and Spanish clients on performance and payments, and drive debt collection.

## **Requirements**

- Internet interest and personal usage of current and emerging online marketing and communication platforms such as search, mobile, social networks like Facebook, Twitter, Foursquare etc.
- Good understanding of performance metrics and comfortable with numbers and reporting.
- Good understanding of HTML, XML, FTP Clients and web browsers, and ability to learn technologies and systems used by Nextag.it and Nextag.es.
- Working knowledge of Microsoft Office, especially Excel and Outlook.
- Masters degree or equivalent from a top-tier university.
- Previous relevant experience of sales or customer service in the online retailing/marketing space is a plus.

## **Competencies**

- Strong desire to learn more and a self-starter with strong sense of initiative, taking action and multi-task.
- Strong verbal and written communication skills, ability to build customer relationships.
- Strong negotiation and problem-solving skills with clients at senior level.
- Team player with strong work ethic and ability to be adaptable and effectively handle and adjust to changes in priorities and assignments
- Previous use of email marketing tools such as SilverPop, and CRM systems like Salesforce a plus.
- Native level in Italian and Spanish, and fluency in English is a requirement, and in other European Language(s) a clear plus.
- Appetite to work in a highly international office/environment.

Nextag will provide you with a challenging and rewarding working environment in a great location in central London near Barbican station. If you are up for the challenge - please apply here: [http://hire.jobvite.com/j/?cj=ok4LVfwO&s=Italian\\_Uni's](http://hire.jobvite.com/j/?cj=ok4LVfwO&s=Italian_Uni's)

Nextag is an equal opportunity employer.