

Stage in Customer Service

CAROUSEL_PARAGRAPH

- Pratica Di Mare, Italy
- Operations
- 2105937855W

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Job Description

Johnson & Johnson is an American multinational company founded in 1886, a world leader in the development of products and devices for surgical therapies and pharmaceutical companies, as well as in the marketing of consumer products for personal hygiene, and is organized into three business segments: Pharmaceutical, Medical, Consumer.

Every day more than 130,000 employees work in 250 companies of the Group, located in 60 countries. In Italy there are all the three sectors, each of which represents one of the segments mentioned above:

- Janssen Spa (Pharmaceutical Sector). Marketing Company (Milan). Plant: Borgo San Michele (Latina)
- Johnson & Johnson Spa (Consumer Sector). Marketing Company and Plant: Santa Palomba (Rome)
- Johnson & Johnson Medical Spa (Medical Sector). Marketing Company: Pratica di Mare (Rome).

For the Italian site of Pratica di Mare (Rome) we are looking for 1 Internship in the Customer Service Department.

The resource will be included in the Customer Service Team whose mission is the full satisfaction of internal and external Customers and, through Teamwork, the achievement of the expected service results.

Activities

The intern will be supporting and trained on:

- The activities aimed at the management of all orders received in compliance with the service levels provided for in the Service Level Agreement and in compliance with operational and tax procedure and the telephone support to Customers and the Sales Force.
- The receiving orders and entering data on the JDE 8.12 system management, in compliance with the established times and without errors;
- Management of Inbound and Outbound calls; telephone assistance to Customers and Sales Force;
- Interaction with the various departments (Credit, Finance, Marketing and in particular the entire Logistics structure) to provide information and / or to solve shipping problems deriving from particular needs raised by the Customers / Sales Force;
- The compliance activities to respect the commercial conditions and the operating procedures in force

- The following activities of the Team; returns management/ management of complaints / inquiries, credit / debit note management, archiving of documentation

Qualifications

Requirements

- Bachelor's or Master's degree in economics, humanities or social disciplines.
- Proficiency in the use of MS Office (in particular MS Excel)
- Proactivity and curiosity to learn
- Proficiency in Italian language
- Fluency in English.

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Johnson & Johnson is an Affirmative Action and Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, and will not be discriminated against on the basis of disability.

Primary Location

Italy-Lazio-Pratica Di Mare-

Organization

Johnson & Johnson Medical S.p.A. (7257)

Job Function

Operations

Requisition ID

2105937855W