

## **Company Description:**

With over 80 000 employees worldwide, Amazon is the global leader in e-commerce, a top world provider of web services and the owner of the most successful e-reader: the Amazon Kindle. Amazon.com strives to be Earth's most customer-centric company where people can find and discover virtually anything they want to buy online. By giving customers more of what they want - low prices, vast selection, and convenience - Amazon.com continues to grow and evolve as a world-class e-commerce platform. We treat every day like day one. A day to bring in fresh ideas. A day to challenge convention. A day to make more good things happen for our customers. It's that kind of entrepreneurial spirit that will drive our success now, and reinforce our reputation for great service for years to come. You could be part of it. It's as simple as this: Work hard. Have fun. Make history.

## **Job Description:**

The Retail Business Services Team in Romania is responsible for offering support for Amazon websites.

The team's activity implies two main processes:

1. Ensuring that the website content is accurate and up to date, processing all requests in a timely manner.
2. Analyzing all available data, researching for missing information; finding the main issues and solving them in order to ensure the correct functioning of the supply chain.

As a Catalog Associate your tasks will include:

- Populating/procuring content for the product catalogs on the Amazon Web Site;
- Interacting/coordinating with vendors/manufacturers;
- Identifying and correcting errors/complaints;
- Creating reports regarding work received and work performed.
- Contributing to reducing and solving issues in the supply chain process.

In addition to the responsibilities mentioned above, you will be expected to take on a larger organizational role.

These can include tasks such as:

- Identifying possible improvements in the processes you work on and implementing the needed changes, training and mentoring other Catalog Associates;
- Handle the day-to-day volumes of the assigned tasks and ensuring that the quality standards are met;
- Inform the manager regarding possible quality issues; analyze the situation and recommend corrective actions;
- Flag any updates received from stakeholders on process to Lead/Manager;
- Identify areas of possible process improvements (enhancements and pain points);
- Be part of client calls to raise challenges and lead and document the call in the absence of the Lead/manager.

## **Job Requirements:**

- Bachelor's degree in any discipline;
- 1 – 2 years of experience in data-driven business operations processes – BPOs, Operations processes, Customer Service, Call center/Contact center processes, is considered an advantage;

Skills:

- Strong written and oral communication skills in both English and Spanish/Italian/German/French or Portuguese;
- Good working knowledge of MS Office; MS Excel proficiency is an advantage;
- Very good knowledge and experience in internet navigation and research – finding information about large amounts of data in a timely manner.

Ability to:

- Multitask in a fast paced environment;
- Operate in the system with the speed and accuracy necessary to meet departmental standards;
- Dive deep into a problem, perform 'Root Cause Analysis' and identify constraints to recommend a solution
- Maintain composure in critical situations and communicate clearly with both internal and external customers;

Demonstrate:

- Passion for delivering great customer experience;
- Strong interpersonal & communication skills;
- Excellent listening skills;
- Excellent Data Accuracy skills;

- Eye for Detail;
- Commitment to meet Deadlines;

Critical Qualities / Characteristics:

- Practical ideas;
- Pace of implementation & consistency in performance.

**Benefits:**

- Attractive salary package;
- Opportunity to develop your career in one of the largest company worldwide;
- Great working environment.

We are looking forward to receiving your application at: <http://romania.amazon.com/jobs/>

Join us now!