



**Olivini Giuseppe SpA**  
**Via Ettore Majorana, 8, 25020 FLERO BS, Italy**  
**(Stock code: 00267)**

## **OLIVINI CUSTOMER SERVICE JOB DESCRIPTION**

The Olivini family represents the typical Italian "family business". Dedication to work, Vision oriented towards sustainability and long-term, Collaborators an integral part of the company, Solid and lasting alliances with Customers and Suppliers, Global and Local at the same time. Arriving at the fourth generation, family Olivini operates in the steel industry since 1950 and in the wine sector since 1970. At OLIVINI GIUSEPPE SpA , one of the most comprehensive steel distributors from Italian ready, alongside Eridian Srl , a leading manufacturer of perforated round and distributor of pipes for mechanical applications and rolled rods, forged and continuous casting and KUERYO STEEL , steel distributor in the state of Romania.

Olivini`s consolidating its presence both nationally and internationally for the trade- in ready-to-store steels and metals, cut to size, there are numerous applications for various kinds of stainless steel apart from the industrial sector, such as construction, public works, and architecture due to its mechanical properties, its resistance to heat and its unique flexibility.

Our products have several applications from the transport of fluids, construction of chemical and petrochemical plants, to the production of components for the appliance industry and the world of the home; in the construction of exhaust pipes and templates for the automotive industry; product lines dedicated to architecture with a wide range of sheets, profiles, and pipes for the building industry; we also have the most important process certifications that guarantee high-quality products and safety for the construction of food plants.



Steel is the most basic substance in our lives. Based on this fact, we are constantly working to produce steel industry products that add value to people's lives. We aim to increase your quality of life with every product we produce. With this vision, we have been among the most advanced and innovative companies in the Italy steel industry since our inception. Not only we and our customers, but we are also committed to moving the sector forward. With the awareness of environmental and social responsibility, we are committed to producing the most perfect as an indispensable corporate value. We are proud to be on our way by adhering to these values.

Over the years, we have expanded our opening horizons to international markets, an indispensable choice for responding to market changes and ever more internationally-orientated customers.

We pursue the highest standards of quality and customer care in offering its services and as we expand we seek a reliable individual, company irrespective of the business type to act as a liaison. We seek Customer Service Representatives to support our sales and to ensure customer satisfaction in the USA and Canada region.

To know more about the company, log on to [www.olivinigroup.com](http://www.olivinigroup.com)

**We seek individuals who:**

- Are self-motivated and eager to learn.
- Have a clear, professional, and informative communication style.
- Adapt quickly to changing priorities and customer needs.
- Find creative problem solving fulfilling and challenging.
- Strive in a dynamic and collaborative environment and are comfortable with ambiguity.

**Customer Service Representative Duties:**

- Resolve customer complaints via phone, email. Answering client questions about products, prices, availability and credit terms.
- Work with the customer service manager to ensure proper customer service is being delivered.
- Provide accurate, valid and complete information by using the right methods/tools.
- Build sustainable relationships of trust through open and interactive communication.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Maintains financial accounts by processing customer adjustments.
- Responsible for requesting, receiving account receivables from customers.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Offer support and solutions to customers following the company's customer service policies.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.
- Maintaining good financial and customer records.
- Translating/Interpreting given material, convert text and audio recordings from one language to one or more.
- Resolve invalid or unauthorized deductions by following pending deductions procedure.
- Protects organization's value by keeping all transactions, information confidential.
- Good working knowledge and understanding of Tools.

- Excellent proofreading and computer skills.
- Manage large amounts of incoming calls and emails.

**Salary:**

- Job Type: Full-Time/Part-Time
- Hourly Rate: \$54/Hour
- Training Rate: \$25/Hour
- Internet bill, phone bill, commissions, and bonuses inclusive.

**To proceed:** Send your Resume to move forward.

For inquiry, interview schedule, contact the hiring manager via:

Mr. Benjamin Haugen

Tel: +1 937 870 0089

Email: b.haugen401@gmail.com

Skype: live:.cid.b3a9d92dd4904693

We look forward to having you aboard.

Warm regards,

**Olivini HR Team**

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