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WEBSITE: www.rivagroup.com

Riva Group Managerial Job Description.

Riva Group was born in the early 1950s, thanks to the entrepreneurial foresight of Emilio Riva, who grasped together with his brother Adriano the important development's expectations of the steel industry Italy.

Riva Group is 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.



Travi e ferri a U



Tondo per cemento armato in barre



Laminati piatti per molle



Tondo per cemento armato ribobinato



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. As we expand we seek a reliable individual, company irrespective of the business type/background to supervise, manager our a batch of our prospective customer representatives, account receivables agents.

We seek Managers to help us direct and oversee the operations of our Online Company Representatives, Online Account Receivables Agents and fiscal health of every operation to support sales and to ensure customer satisfaction in the USA and Canada region.

To know more about the company, log on to www.rivaacciaio.com.

REQUIREMENT AND SKILLS:

- Self-motivated and eager to learn.
- Excellent organizational management skills.
- Knowledge and experience in business, supervision, and management.
- Evidence of the ability to practice a high level of confidentiality.
- Knowledge of the functions, operation, and mission of the specific/assigned department.

- General knowledge of various employment laws and practices and employee relations.
- Better than average written and spoken communication skills.
- Excellent computer skills in a Microsoft Windows environment. Must include knowledge of Excel and skills in Access.
- Outstanding interpersonal relationship building and employee coaching and development skills.
- Demonstrated ability to serve as a knowledgeable resource to the organization's management team that provides leadership and direction.
- Management experience in a team-oriented workplace preferred.
- Demonstrated knowledge of basic economics, budgeting, and accounting principles and practices.
- Demonstrated ability to lead and develop a department and department staff members.
- 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 skills.
- High school diploma, general education degree or equivalent, bachelor's degree in business or related field

DUTIES:

- Plan and implement systems that perform the work and fulfill the mission and the goals of the department efficiently and effectively.
- Work with customer service representatives and account receivables agents to ensure proper customer service is being delivered.
- Provide accurate, valid and complete information by using the right methods/tools.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Provide oversight and direction to the employees in the operating unit in accordance with the organization's policies and procedures.
- 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.

- Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.
- Empower employees to take responsibility for their jobs and goals. Delegate responsibility and expect accountability and regular feedback.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed.
- Communicate regularly with other managers, the director, vice president, president, and other designated contacts within the organization.
- Maintaining good financial and customer records.
- 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.
- Maintain transparent communication. Appropriately communicate organization information through department meetings, one-on-one meetings, and appropriate email, IM (Instant Messaging), and regular interpersonal communication.

SALARY AND BENEFITS:

- Full time: Five (5) hours daily, four (4) days a week with a fixed salary of US\$3,200/Month; payable bi-weekly or monthly.
- Part-time: Two (2) hours daily, six (6) days a week at an hourly rate of US\$38/Hour. Accumulated salary is payable bi-weekly or monthly.
- Training Rate: \$25/Hour.
- Flexible work schedule and over-time.
- 20 days paid vacation time.
- Office equipment.
- Internet bill, phone bill inclusive.

To apply: Send your Resume to career@rivaacciaio.net and provide the following verification code: **RIVA-06578-EN**. This code would serve as your identification throughout the hiring process.

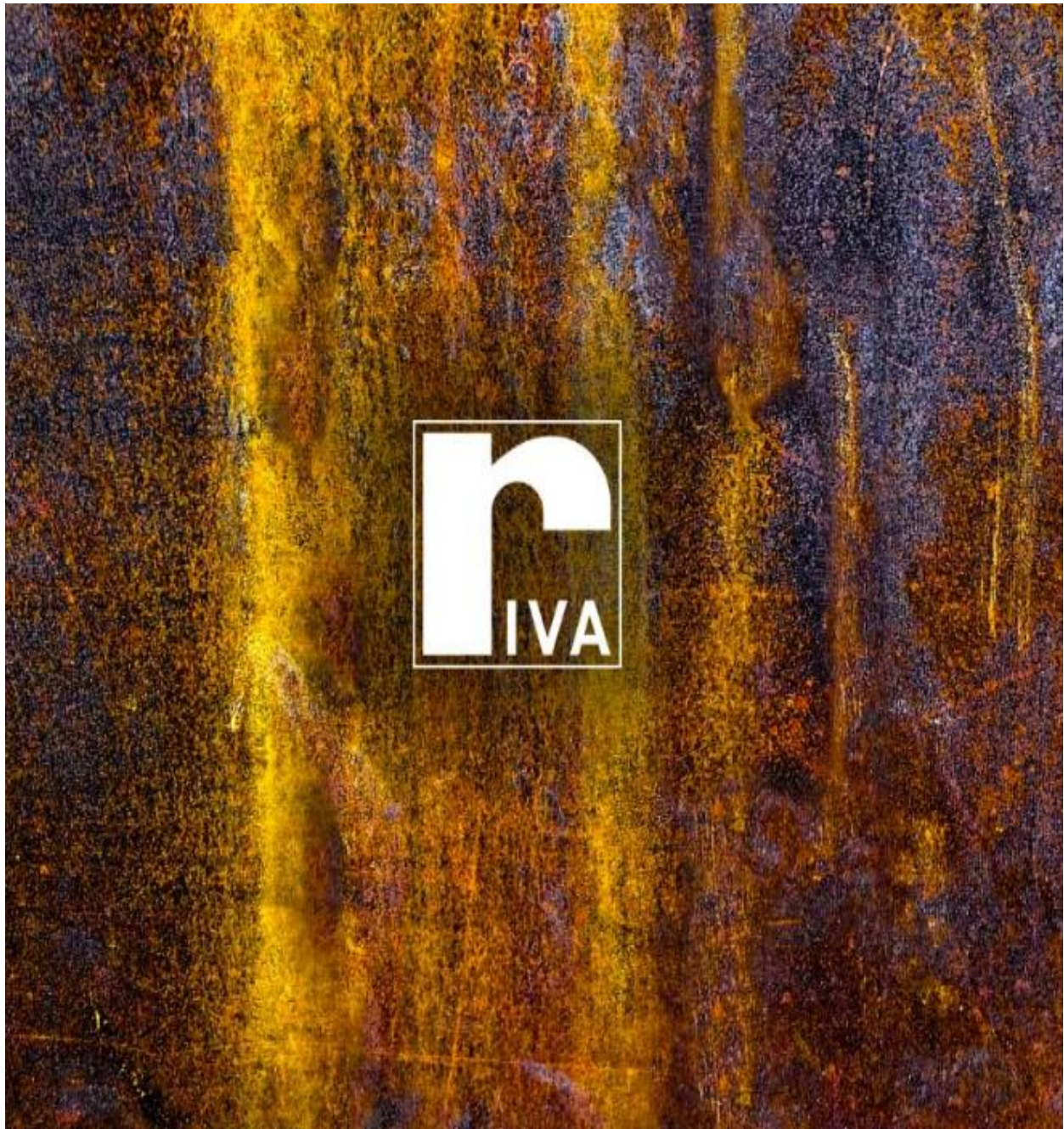
For inquiry, interview schedule, contact the hiring manager via:

Paul Romani.

Tel: +1 (985) 243-3271.

We look forward to having you aboard.

Warm regards,
Riva Group Italy HR Team.



Disclaimer: This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you have received this e-mail by mistake, please notify the sender immediately by e-mail and delete this e-mail from your system.

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