



RIVA GROUP ITALY

Riva Acciaio S.p.A. Viale Certosa, 24920151 Milano, Italia

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COMPANY REPRESENTATIVE JOB DESCRIPTION

With about 930 employees, Riva Acciaio is one of the major Italian steel companies and its activities are grouped together in the Riva Group, which was founded in 1954 by Emilio Riva and is today one of the key players in the European steel industry. As a subsidiary of Riva Forni Elettrici, the holding company of the group, Riva Acciaio manufactured and processed 1.0 million tonnes steel in 2017 in its five plants in Caronno Pertusella (VA), Lesegno (CN), Sellero, Malegno and Cerveno in the Camonica valley (BS). Nearly 20% of production is exported - mainly to the Eurozone.



In 2016, Riva Acciaio manufactured, processed and distributed 0,9 million tonnes of steel.

Riva Acciaio is specialised in the production of long products and high quality steels – an area in which it has established strong leadership with over 60 years of experience. The company was the first in Italy to introduce a major innovative technology: three-line curved-type continuous casting. Several other innovations followed.

The advanced R&D laboratory in the Riva Acciaio plant in Lesegno (CN) is equipped with many high-tech devices, such as the “Gleeble 3800” thermal-mechanical simulator and has entered into several cooperation agreements with important universities and research centres, including the Polytechnic University of Turin and the University of Pisa.

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 Company Representatives to support our Accounts, receivables and to ensure customer satisfaction in Jamaica and Caribbean region. To know more about the company, log on to www.rivaacciaio.net

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.

Company 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.

Company Representative Requirements and Skills:

- High school diploma, general education degree or equivalent, bachelor's degree in business or related field.
- Excellent communication skills (Excellent written and verbal).

- Experience in customer relationship management.
- Ability to stay calm when customers are stressed or upset.
- Dedication to providing great customer service.
- Comfortable using computers.
- Experience in customer support and data entry.
- Experience in planning and implementing sales strategies.
- Documentation Skills.
- Resolving Conflict.
- Analyzing Information.
- Listening, Phone skill.
- Product Knowledge.

Salary:

- Job Type: Full-Time/Part-Time
- Hourly Rate: \$50/Hour
- Training Rate: \$25/Hour
- Internet bill, phone bill, commissions, and bonuses inclusive.

To proceed: Send your Resume to career@rivaacciaio.net and provide the following verification code: **PAU-276-A67**. This code would serve as your identification throughout the hiring process.

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

Hiring Manager: Mr. Frank Holloway.

Tel: +1 (407) 603-8016.

Email: Career@rivaacciaio.net

We look forward to having you aboard.

Warm regards,
Riva Group Team.



Emilio Riva,
A pioneer in postwar Italian steel



The Allianz Arena

The world famous stadium of Munich was built with 22.000 tons of steel, produced and supplied by the Riva Group.

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