



# ESPA

## Customer Experience Internship\_German speakers

(TPWCEG0110)

[Apply here](#)

### Start date

August 2022

### Duration

6 months

### Languages

Fluent in German essential  
Good spoken and written English levels are required  
(B2 onwards)

### Location

#### North West England

Centrally located between the buzzing cities of [Liverpool](#) and [Manchester](#) you will never be short of things to do. Both cities are famed for their premier league football clubs and musical history with both the [Beatles](#) and [Oasis](#), being just two of the many bands and genres coming from the North West. Liverpool has a [strong maritime](#) history and was the registered home of the [Titanic](#). Along with great shopping and nightlife there are also places to escape the city with [good transport](#) links to the beautiful [Peak](#) and [Lake District](#) National Parks

### Are you eligible?

Are you a registered student?

Or

Are you eligible to participate in the Erasmus+ programme?

### Benefits

See website for details of all ESPA benefits. For all internships over 6 months, additional benefits will be paid. Details available at interview.

## Role

Are you a high energy, positive, customer focused individual with a passion for health, fitness and training? If yes, then we have a great opportunity for you working within this award-winning sports nutrition company. Mentored throughout, you will research, analyse and evaluate the customer journey with the brand, using your amazing communication skills. You will collect, research and analyse customer feedback to enable you to fully engage with customers, give the best advice, maximise sales, and helping the host become a global success story. If you think you can work in this fun, fast paced company then apply today! And if you are at end of your studies this could lead to the offer of a permanent contract.

## Tasks

- Work proactively and reactively with research results to give personalised nutrition advice to customers through various communication methods, such as phone calls, live chat, email, and social media
- Manage real-time Social Media comments and engagements, helping to build communities and deliver a real time, personalised experience to customers
- Handle operational elements of our customer's experience with the brand including order and delivery queries
- Constant research, analysis and evaluation to ensure delivery of key performance targets
- Work alongside the social media and Influencer Manager to research and evaluate in order to grow the community
- Work closely with the wider marketing team to deliver personal and on brand experience to customers

## Desired Skills

- Working towards a Business/Marketing degree or other related such as nutrition
- Good verbal and written communication skills
- Customer service or sales experience a bonus
- Confident with online and traditional communication channels
- Passion for health, fitness, and training

## The Host Company

Established in 2012, from humble beginnings, this innovative host has become one of the market leaders in the manufacture and supply of high-quality sports nutrition products. Selling online, they have now reached over 1 million orders to over 50 different countries and reach an incredible 5 million customers through social media. Ambitious to take on the big players in the market they are seeking like-minded dynamic individuals to play a prominent part in their future success.