



OPORTUNIDAD DE EMPLEO

Bloomberg

Company Name or LOGO:
BLOOMBERG LP

Job Title/Internship/COOP: 2018 Customer Support Representative – Spanish Speaker

Job Description or Minimum Requirements /Internship/COOP:

The Role:

You're professional and personable, intelligent and love to help people out. You're a solution-provider, with a real passion for providing platinum customer service and thrive being on front-line handling customer calls. You'll work as as part of our 500 strong global team, supporting our clients collectively in more than 18 languages day in day out. Our Global team is tight but our culture is wide open, just like our spaces. We grow and support each other.

What's in it for you?

This is an exciting entry level position for recent graduates seeking a challenging, customer-focused opportunity. We would love you to bring your previous customer service experience to us; however through our professional training program we will make sure that you are ready to provide outstanding customer service to Bloomberg's 325,000 clients and 19,000 employees.

You'll never stop learning...we'll invest in your career, and coupled with our unique approach to career development, we will help you expand your skills and opportunities in this role. You'll receive an introduction to Bloomberg products, services, our clients and an broader insight into global financial markets. Our experienced Bloomberg Customer Support representatives have



the opportunity to be involved in mentoring, recruiting, quality control and idea generation.

You'll live and breathe Bloomberg's dynamic environment and contribute to helping our clients. Not forgetting our epic free snacks, generous corporate benefits and organized volunteerism.

We'll trust you to:

- Provide extraordinary customer service to our clients on inbound and outbound phone calls
- Troubleshoot and resolve Bloomberg terminal related issues
- Transfer customer calls to appropriate business areas
- Identify, research, and resolve customer issues using proprietary company software

You'll need to have:

- Bachelor's degree or equivalent experience
- Phenomenal customer service skills
- Strong telephone etiquette and a professional demeanor
- Excellent verbal and written communication skills
- Multi-tasking skills and problem solving skills
- A desire to be part of a team but also work independently
- Flexibility to learn and grow in a dynamic, client-focused, environment

You'll need to be able to:

- Legally work in the US without visa sponsorship
- Read, write and speak English and Spanish at a business fluency level
- Occasionally work weekends or on a bank holiday

Opportunity Date (Month/Day/Year): Feb 5, Jun 18, Oct 15

Application Deadline: Rolling Basis

Type of Position:

Part-Time Full-Time

Programa ENLACE

* Email: programa-enlace.uprrp@upr.edu





FACULTAD DE ADMINISTRACIÓN DE EMPRESAS



Number of Weekly Hours: 40 with the opportunity for Overtime

Compensation:

Pay Stipend Without Pay

* Salary: _____

Area of Specialization: Customer Service

Location: New York, NY

Contact Person & Job Position: Jamilla Smith, Campus Recruiter

E-mail of Contact Person: JSmith1013@bloomberg.com

E-mail to send resume or application URL:
<https://careers.bloomberg.com/job/detail/61916>

Phone Number: 212- 318-2000

Posting Date:

Please include in the subject of the email "Referred by Programa ENLACE UPR-RRRP"



Programa ENLACE

* Email: programa-enlace.uprrp@upr.edu

