



# horizons

We're hiring  
**Executive Customer Service Representative | Shanghai**

**HORIZONS**, a multidisciplinary corporate advisory, is looking for a talented, trilingual Chinese, English and Italian speaker to serve as executive customer service representative in our Shanghai office. Excellent written, spoken and interpretation skills are mandatory, as is a highly professional manner. Interest/knowledge in sales is a plus.

## Job Description

- This is a mid-senior level, sales-oriented position involved in domestic and cross-border transactions.
- The representative serves customers by providing product and service information in Chinese, Italian or English language; they shall attract potential customers by answering product and service questions, as well as suggesting information about other products and services.
- He or she will be called upon to provide bilingual or trilingual interpretation in business settings.
- This position may be the first contact with the firm and must effectively provide the requested information, take messages and relay answers or information between firm professionals and clients.
- The representative will often deal with cross-border relationships and shall communicate in a manner that makes all customers feel important and respected.

## Job Requirements

- Highly-motivated Chinese passport-holder of many talents.
- Speak and write with exceptional fluency in Chinese, Italian and English.
- Spoken Chinese, when deployed in a professional setting, is free of any discernible regional accent.
- Demonstrated experience dealing with cross-border transactions.
- The ambition to realise challenging sales projects in a dynamic, international environment.
- Diligent, detailed and able to act with precision in the implementation of tasks.
- Command of Outlook and the full suite of Microsoft Office applications.
- Outstanding analytical and technical thought processes.
- Adept at analysing market trends and able to write intelligently on a multiplicity of topics in this area.

In this position, as you provide your expertise, we'll help you realise your talent, recognise your leadership skills and support your professional development.

To apply, please submit a cover letter and CV (resume) to [careers@horizons-advisory.com](mailto:careers@horizons-advisory.com)

*one team, one focal point, one purpose*

同一团队、同一焦点、同一目标

[www.horizons-advisory.com](http://www.horizons-advisory.com)