



1506  
UNIVERSITÀ  
DEGLI STUDI  
DI URBINO  
CARLO BO

# Ufficio Stage e Job Placement

## Proposta di Lavoro

**Azienda ospitante:** Amazon

**Sito web:** [www.amazon.co.uk](http://www.amazon.co.uk)

**Sede del tirocinio/lavoro:** London

**Periodo di inizio:** Anytime

**Impegno lavorativo giornaliero:** full-time

Amazon is looking for high-judgment individuals to join us as an Investigation Specialist, to evaluate buyer or seller transactions and help safeguard Amazon's global customer base. We are specifically seeking applicants with fluent **Italian and English** plus another language skill\* (**eg: German, Portuguese, French, Spanish or Mandarin**) to support our global operations teams. These positions are ideal for recent graduates or people with customer service backgrounds.

*\*Preferably German and Mandarin (at present).*

### DESCRIZIONE DELL'ATTIVITÀ E MANSIONI:

- Investigate suspicious activity and behaviour that could pose a risk on the Amazon EU websites, to our customers or merchants.
- Communicate via email and telephone with buyers, merchants and other external and internal customers to analyse any risk.
- Be aware of and identify new fraud patterns and trends - take appropriate action to identify and help minimise the risk posed by such trends.
- Participate in other special projects/assignments as necessary.
- Achieve weekly productivity and quality standards for investigations.
- Be prepared to be flexible with working hours and work Saturdays or Sundays as part of your normal 5 day shift.

### Requisiti richiesti/preferenziali:

- Excellent written and spoken **French, German, Italian, Spanish, Portuguese or Mandarin** and English skills with an ability to compose grammatically correct, concise and accurate written responses
- Trilingual skills would be an advantage
- Working towards or achieved a 104/110.
- Excellent interpersonal skills, with the ability to communicate complex issues correctly and clearly to both internal and external customers
- Demonstrated ability to work independently and make complex investigation decisions with little to no guidance
- Excellent problem solving skills
- Demonstrated ability to analyse problems logically
- Self-disciplined, proactive and detail oriented

**Modalità di candidatura:** gli interessati possono inoltrare la propria candidatura tramite e-mail, allegando Curriculum Vitae dettagliato all'indirizzo: [marcfaro@amazon.co.uk](mailto:marcfaro@amazon.co.uk) e per conoscenza a [placement@uniurb.it](mailto:placement@uniurb.it) specificando in oggetto "Job Application".