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 e per conoscenza a placement@uniurb.it specificando in oggetto “Job Application”. 