



*Rotary is a global network of volunteer leaders dedicated to tackling the world's most pressing humanitarian challenges. Rotary's 1.2 million members hail from more than 200 countries and geographical areas. Their work improves lives at both the local and international levels, from helping families in need in their own communities to working toward a polio-free world. For more information, visit [www.rotary.org](http://www.rotary.org).*

*The Europe/Africa Office, situated in Zurich, is part of the Rotary International Secretariat with its headquarters in Illinois/USA. Our mission is to provide efficient and high quality service to Rotarians in Europe and Africa and support them in attaining the objectives of Rotary.*

As per 1 September 2018 our Foundation Services Department in Zurich has an opening for a:

### **Customer Service Representative (100%)**

As a Customer Service Representative you will be member of a team and act as the contact person for Rotarians from your assigned regions. You will respond to both internal and external inquiries with regard to The Rotary Foundation provide information and guidance on the educational, vocational and humanitarian programs. In addition you will deal with various administrative tasks pertaining to the receipt of contributions for The Rotary Foundation, e.g. entering data and preparing recognition certificates. Upon request you will be responsible for presentations at training seminars within your assigned region (once or twice a year).

This position requires a commercial certificate or equivalent and at least 3-5 years of experience in a customer service role. You are a highly structured and well-organized person who knows how to set priorities and you have a firm commitment to providing outstanding customer service. High team-spirit adds to your profile, yet at the same time you also appreciate working independently.

Key skills:

- Fluency in a Scandinavian language and English (written and oral)
- Excellent interpersonal skills and ability to interact with tact and diplomacy
- Excellent MS Office skills
- Excellent communication skills

Passion and engagement abound at Rotary International. In exchange for hard work and dedication, our employees are rewarded with flexible schedules, comprehensive benefits and an interesting job opportunity in an inspiring international environment within one of the world's principal service organizations. Come and join us – submit your online-application in English [here](#) and include a motivation letter, curriculum vitae, as well as your three latest reference letters and your salary expectations.

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