

Account Management and Customer Care

Intern position

Do you have a natural empathy for people and a desire to work in the creative industry? Are you curious, driven, can think practically, like to solve problems, love a challenge and possess a team and entrepreneurial spirit?

Be the friendly face of Firebrand. You will be able to navigate customer relationships, empathise, dig deeper and think creatively to spark new ideas and possibilities that could further grow and build their businesses. A key focus of this role is to create “deeper and stickier” relationships and to ensure all of our customers receive a high level of care, that they understand our full suite of services, and that they can grow and desire to be one of our future ‘Firebrand Friends’.

There’s room to learn, grow, and find what excites you... If you can cope with a bit of creative madness in an open plan, fast-paced team environment, have the passion and some of the skills suited to our industry... apply to be a Firebrander and join us on our quest to take our clients' stories to the world.

Our ideals (like to haves):

- No degree or work experience required, just an awesome ‘can-do’ attitude, endless curiosity and drive, some computer skills and like people!
- Great energy and a desire to work in the industry and help people.
- Customer-focused with great verbal and written communication skills.
- Good time management and project administration skills.
- A finisher that works to tight deadlines and multi-tasks.
- Organised with an eye for detail with strong communication and interpersonal skills.
- A great communicator by phone, email, in person and on social media.
- Flexible, self-motivated and responsive and can prioritise, and multi-task to meet deadlines.
- Adaptable and has a desire to work with different software ie Google Suite (Docs, Sheets, Gmail).
- Resilient, maintains a sense of humour and enjoys being a change maker.

Read some of last year’s intern stories at [➡ https://intern.firebrand.nz/](https://intern.firebrand.nz/)

If the above sounds like you, apply via the JobDun website [➡ http://ow.ly/RmwJ50KrJn3](http://ow.ly/RmwJ50KrJn3)

