

ROSEMOOD

— atelier —

Job Offer – UK Customer Service Representative and Proofreader Rosemood – High Potential Web Start-up – Nantes, France

Are you smart, dynamic and focused?
Do you excel at creating relationships?
Do you have a creative eye and enjoy serving others?
Are you bilingual in English and French?
Then this job offer is for you...

Rosemood is a French company specialised in the creation of personalised stationery and photo books online in France, Germany and the UK. We have been lucky to grow rapidly, we started off as a team of 3 in 2010 and have reached over 100 team members in 2018!

Our vision is simple: at Rosemood, we aim to create beautiful life moments with beautiful products. We bend over backwards to accompany our clients during the most incredible moments in their lives using beautiful stationery and photo books. We believe in giving this same special treatment to our customers, our team and the environment that we live and work in!

Responsibilities:

- Carefully proofread our customers' personalised stationery
- Advise and guide our customers through their choice, personalisation and purchase of our stationery
- Coordinate the management and follow through of each order
- Carry out daily quality control on our printed cards
- Work in close collaboration with our graphic designers to keep our catalogue of products up to date
- Be proactive in suggesting improvements to our tools and processes

Still a bit hesitant? Here are 7 fantastic reasons to join Rosemood :

1. Join a happy, dynamic and generous team
2. Company culture based on efficiency, service-mindedness, enthusiasm and friendliness
3. Take part in the growth of an ambitious start-up with enormous potential in France and internationally
4. Progress thanks to this growth: 80% of our leaders come from internal promotion
5. Life in Nantes – a lively, creative city close to the ocean
6. Work on a high-quality product that you can be proud of and that our customers love
7. Annual Rosemood Camp, monthly outings, and daily organic fruit

Profile :

We are very open to meeting candidates with diverse backgrounds.

However, the following qualities are an absolute must :

- Extensive knowledge of UK culture and customs
- Bilingual in English & French
- Highly organised and diligent
- Strong relationship-builder, at ease in all circumstances
- Generous and customer-oriented
- Empathetic and a good listener
- Dynamic and enthusiastic
- A strong artistic sensibility
- Excellent English spelling and grammar
- Excellent knowledge and command of computer programs

Details :

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Start Date : December

Contract : Fixed-term Contract - 6 months

Location : Nantes (quartier de la création on l'île de Nantes)

To apply :

Please send us on our UK website [rose mood.co.uk](https://www.rose mood.co.uk) :

- a few lines detailing your motivation
- your CV
- and tell us which card is your favourite

Follow us on LinkedIn : <https://www.linkedin.com/company/rose mood/>

or Instagram : https://www.instagram.com/atelier_rose mood_uk/

See you soon !