

Working Student - Customer Care

i-surance

Berlin/Barcelona

Job description

If you consider insurance complex, boring and old-fashioned, then i-surance is the right place for you to change the image of this industry. If you are looking for teammates as opposed to colleagues and enjoy a diverse, multicultural atmosphere, then you should apply for a position today!

We are looking for talents who want to complement their studies with valuable business experience and enjoy working in a close knit, innovative team with the mission to disrupt the insurance sector. If you are looking for a part-time job during your studies or an internship during your vacation and are interested in the Customer Care department, you should get in touch with us!

On any given day, you'll be doing one or all of these things:

- Supporting our customers by handling and solving their requests (by phone, e-mail or webchat)
- Carrying out essential back-office tasks e.g. complaints handling, translations and market research
- Helping organise fun team activities and events

The right candidate is a smart and social person who enjoys working in a diverse, multi-cultural team and **speaks French fluently** (other languages are a big plus). A keen sense of ownership, curiosity and willingness to learn every day are the ingredients for your successful professional experience with i-surance.

Why join us

i-surance is a B2B2C insurtech company like no other. Due to the exponential success of our modern and disruptive business model, we now boast two operations offices in the start-up hubs of Berlin and Barcelona and a further two sales offices in the European finance capitals Zurich and Paris. Soon we will be extending our sales offices to Amsterdam, Vienna, Lisbon and Milan!

How did we do it? Innovation.

We're disrupting the traditional insurance market two-fold. First and foremost: our offers are transparent and valuable to the clients of our distribution partners. Secondly, we leverage emerging tech to serve our fast-paced digital world. Nobody wants antiquated and boring. Not me, not you, not your clients.

Our philosophy? Innovative, Simple, Digital.

Diverse companies are joining our vision every day. The big mobile phone retailers, along with electronics, glasses, cyber security, etc. are among those making the switch - We've already earned the title of market leader in mobile, hearing aid and car tire insurances in several countries! What's more, we serve 2M end users in 15 European countries, manage an insurance premium volume of around € 40M and aim to grow beyond € 500M in the next 5-7 years. There are no limits to our ambition!

Our triumph is a team effort, and that continues to be our crucial secret to success.

Despite our incredible growth trajectory and boasting an ever-expanding team of >45 awesome talents from all over the world (21 different nationalities), we've kept our youthful start-up soul. As all entrepreneurs and modern start-ups know, a great office culture fosters great results. This means warmly connected team mates rather than colleagues. It means team lunches, informal parties and trips to sunny islands. It means the occasional inflatable unicorn in the office. It means we're tuned in to how people really want to work; in a flexible environment that nurtures creativity and innovative thinking where our fellow humans are friends, not numbers on a page.

If you are interested in exploring this opportunity to join our fast-growing international team in Berlin, please send your application to our Talent Manager Elisa Simeoni:

recruiting@i-surance.de