

Onboarding Specialist (Intern)

JOB DESCRIPTION	
Position Overview	<p>At Nanea, we are building innovative solutions and services that meet the needs and requirements of our customers.</p> <p>We are looking for a dedicated Onboarding Specialist Intern to join our dynamic team.</p> <p>The ideal candidate will be responsible for managing the onboarding process for our restaurant partners, ensuring a smooth and efficient setup in our backoffice. This role is perfect for someone who is detail-oriented, customer-focused, and excited about contributing to a growing tech startup in the food industry.</p>
Main Responsibilities	<ul style="list-style-type: none"> - Guide newly signed restaurant partners through the onboarding process, from initial setup to going live on the platform. - Assist restaurants in creating and optimizing their profiles, including menu configuration, pricing, and images. - Provide training (in the form of webinars) and support to restaurant managers & staff on using the Backoffice system effectively. - Troubleshoot and resolve any issues that arise during the onboarding process. - Collect and incorporate feedback from our partners to improve the onboarding experience. - Maintain detailed records of onboarding stages and progress.
Skills & Qualifications	<ul style="list-style-type: none"> - Currently pursuing or recently completed a degree in Business, Hospitality, or any related field. - Strong communication and interpersonal skills. - Excellent organizational and time management abilities. - Tech-savvy with an interest in new technologies - Customer-centric attitude with a focus on delivering exceptional service. - Ability to work independently and as part of a team in a fast-paced environment. - Fluent in Italian and German. Good level of English - Great knowledge of Microsoft Office Tools. (Excel, Word, Power Point)
Benefits	<ul style="list-style-type: none"> - Gain hands-on experience in a growing tech startup. - Opportunity to work with a diverse and talented team. - Smart working policy - Potential for future career opportunities within the company.

Work environment	<ul style="list-style-type: none">- Company HQ in Bolzano with Smart Working Policy or Working remotely from anywhere in EU- Part of, and report to the Operations Department- Working closely with Sales and Product Team
Work time	<ul style="list-style-type: none">- 40 hours/week (Monday-Friday)- Willing to travel to Bolzano when needed and flexibility according to business requirements