



With the support from
the European Union Programme
EaSI 2014-2020



Customer and translation support trainee

N° of positions available 1

Starting date: 01.03.2022

Apply by: 28.02.2022

Description of the company: FB Innovation has developed Pin Bike, a system that allows Municipalities to engage and reward citizens that choose to use bicycles, carpooling and Public transports as their daily means of transportation. The project lies on patented technology that, thanks to a hardware connected to a Smartphone, allows to certify movements and rides with an anti-fraud mechanism. The project has three main objectives:

- Encourage citizens to be aware of sustainable mobility (either with bicycles, electric scooters, local public transport and carpooling)
- Encourage proximity trade and support local shops (the rides done using Pin Bike devices can be traded with vouchers to be used exclusively with local shops)
- Provide the Public Administrations with a digital tool through which they can monitor and plan traffic and urban mobility, check movements heat maps according to the time of the day, age, time-slots, send surveys and direct messages to citizens

Workplace: Bari, Apulia Region, Italy

Conditions:

Daily working time: **full time**

Type of contract: Traineeship, 6 months (+ 6)

Salary: 500-600 euro/month as foreseen by the national and regional guidelines for traineeship aiming at facilitating labour market entry,

Position to be held: **trainee**

Contractual conditions and social security entitlements:

Main activities:

Fb Innovation is an Italian company working in the Sustainable Mobility Industry, launching a big European Project involving the Cities of Braga in Portugal and Istanbul in Turkey.

Ideally, they would need someone who can speak Italian, English, Portuguese and Turkish and is able to translate our Terms&Conditions, Rules&Regulations in Turkish and/or Portuguese preferably from Italian (or alternatively from English); translate the APP and Dashboard in Turkish and/or Portuguese preferably from Italian (or alternatively from English). Once translations are ready, execute customer support in Turkish and/or Portuguese for around 7 months (1 month of users registration, 5 months of campaign, 1 month of post-campaign). The customer support will be done through WhatsApp or e-mail during business hours, from Monday to Friday. It will be related to the campaign's subscription, technical problems users may face with the APP, payments that users will receive from the Municipalities during the campaign.

Proper training will be delivered by the company before the customer support activities start. Ideally the candidate should be proficient in Italian, English, Portuguese and Turkish, but the following combinations are accepted:

English and Portuguese and Italian

English and Turkish and Italian

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Requirements:

Education: (ISCED) Bachelors or Master's

Digital skills: Microsoft Office, Whatsapp, Graphics, Interest in technology

Language skills: English B2, Italian B1, Portuguese C1, Turkish C1 (see requirements for languages combination)



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- **How to apply:**

Interested persons should apply **by 14.00 CET 28th February** by sending a complete Application to delarentis@pinbike.it (Curriculum vitae in English only or Italian) and cc to eurespuglia@regione.puglia.it

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Only short-listed candidates will be contacted for an online interview.

To participate in the selection, it is necessary to be **registered on EURES- TMS Platform:**
<https://euresmobility.anpal.gov.it/>