



IMPACT is BACK

Serco Global Services is now Intelnet Global Services!

CUSTOMER SERVICE EXECUTIVE

Ref. no.: TA/CP/022016

Place of work: Kraków

Main responsibilities:

- Helping customers to arrange their travels and expectations in terms of arranging their travels
- Provide active support to customers before and after booking within Ebookers website
- Explaining travel procedures to the customers
- Advising travel related products and services (hotel, cars, flight tickets)
- Delivering the highest quality customer service
- Keeping up to date with product developments and changes of travel policies
- Working with colleagues to ensure Clients expectations are met

Candidate profile:

- Fluent oral skills in German
- Ability to communicate in English language
- Excellent customer care and proactive attitude
- Results oriented approach
- Attention to details
- Being a team player
- Previous travel industry or/and hospitality experience plus customer service - will be an asset
- Willingness to work on shifts
- Flexible working hours for Full Time or Part Time Employees

Benefits:

- Competitive salary (plus extra bonuses both Intelnet and Ebookers sponsored)
- Private medical care for you and for your family (including dental care)
- Attractive benefits package – cafeteria benefit system (Multisport Card, Gift Cards)
- Full-paid appropriate certified training (Amadeus or Galileo)
- Relocation package and bonus for commuters
- Employee Referral Award Program
- A multicultural, environment with great working atmosphere
- Trainers support for language development
- Fast recruitment process taking 2-3 weeks, with a remote application system
- Flexible starting dates

Send your application in English to:
applyjob@intelenetglobal.com Facebook: **IntelnetPoland**