

Customer Service Executive with German

Cracow

Cyclad is an international consulting company specializing in outsourcing and recruitment for the worldwide leaders in technology sector. We operate in 5 countries across 3 continents. We think and act globally and that is why our employees get so many development opportunities. Join our team!

For our Client in the tourist sector we are seeking candidates for the Customer Service Executive with German

Job specification:

- Answering passenger and travel agent calls and emails
- Offering a friendly and efficient service in line with group guidelines
- Managing in resort queries offering advice and assistance to our passengers when they need it the most
- Managing pre departure complaints, and helping resolve these
- Working across multiple brands, and building up knowledge and experience in each to offer consistent service delivery across the group
- Support team mates who work in other brands, to ensure that we work as one team to achieve our targets

Requirements:

- Fluent written and spoken English
- Fluent written and spoken German
- Excellent customer service levels
- Ability to multi task
- Availability to work on different shifts (day and night)
- Work under pressure
- Good communication skills - written and verbal
- Travel background would be beneficial
- Proven track record of customer service experience

We offer:

- Working in a challenging and dynamic environment
- Using both business skills and creativity
- Working in friendly and sociable team
- Benefit package

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Please enclose the following statement in your application:

„I hereby authorize Cyclad Sp. z o.o., headquartered in Warsaw, to process my personal data for the purposes of this and the future recruitment processes and I agree to be contacted through telecommunications terminal equipment in order to receive job offers corresponding to my qualifications.”