

Bilingual German English Customer Service Executive M/W

Company:

As the worldwide leader of online hotel reservation, we provide a very pleasant and international work environment combined with an innovative, performance-oriented and open culture. Our scale and scope, commitment to people, and high standards of quality make our company a great place to work.

Our Customer Service Centre in Tourcoing, set up in 2011, counts more than 300 people from 35 different nationalities. In order to support its development, we are currently looking for a Part-Time or Full Time Customer Service Executive (m/w).

Mission:

As a Customer Service Executive, you report to your Team leader and you are responsible for handling pre- and post booking (hotel reservations) inquiries and sales requests. You play a key-role as an intermediary between customers and the hotel.

Your main Responsibilities:

- Modify, change and/or cancel existing reservations;
- Initiate outbound calls to hotels/guests to arrange special requests;
- Act as Key Liaison between guest and hotel to resolve complaints;
- Manage relationships with hotels by providing high levels of customer service and account management support.

Profile:

You should necessarily be perfectly fluent in written and spoken English, as well as in German.

Excellent communication and problem solving skills are required.

Our ideal candidate is experienced with Internet and hotel Industry, takes responsibility and ownership and is passionate about helping customers.

You would like to join an international working environment; you are flexible in your work-schedule.

You have a valid work permit for at least a 7 months contract.

Conditions:

Fixed-term contract (7 months) – Full time (35h/week) or Part-Time (24h/week) – Variable work schedule (early shift = from 7am to 2.45pm – late shift = from 3.15pm to 11pm) known 4 weeks in advance

Job location: Convenient location in Tourcoing (59) near Lille
2 weeks remunerated training, full time (9am-5pm).

Basic gross salary of 1 650 € (for 35 hours/week) or 1150€ (for 24 hours/week)+ Variable pay + benefits.

Next assessment : March in Cologne, Dusseldorf (Germany) or Lille (France)

Next stating date : 7th of March

Send your CV under the reference CRCTPA59 to our Recruiting Partner ADVISIA RH by e-mail: cand@advisiarh.com