

ATENCIÓN AL CLIENTE CON NIVEL NATIVO DE INGLÉS

Ziptransfers is one of the industry's fastest growing online agencies dedicated to organizing and providing safe, reliable and low-cost airport transfers. We currently operate in over 200 airports all over the world. Ziptransfers is a young and dynamic company which has seen large growth quickly and is fueled by continued plans for expansion.

Description

We are currently looking for a Native Speaking English Customer Service candidate for our Reus office.

The successful candidate will be responsible for:

- Managing customer queries and issues via telephone and email with the goal of improving customer experience and satisfaction.
- Acting as a liaison between the company and our customers.

Main Responsibilities and Tasks:

- Attend customer calls, answer queries, assist in order completion, and resolve any other customer service-related issue.
- Attend to customer related emails in a quickly and highly organized manner.
- Marketplace and Competitive Research.

We offer a competitive salary, flexible vacation schedule and the opportunity to join a young, dynamic and exciting team of individuals passionate about providing fantastic customer service.

Ziptransfers offers service 24 hours a day. Our Customer Service staff share rotating shifts (turnos), consisting of morning, evening and night shifts.

Requirements

- Must be Native English Speaker with advanced Spanish. Additional languages will be highly valued.
- Strong customer service and people skills, friendly demeanour and ability to calmly address customer issues and/or complaints.
- Highly organized and detail oriented.
- Excellent telephone communication skills.
- Flexible and comfortable with a rapidly changing environment.

Number of vacancies

2

Salary

15.000€ - 18.000€ Bruto/año

If you'd like to apply, please send your CV to malte@ziptransfers.com