



## **GERMAN SPEAKING CUSTOMER SERVICE CONSULTANTS**

Our client is a Major Company in the Aviation Industry and they are seeking Dynamic Customer Service Consultants.

### **Daily Duties include but is not limited to:**

- General Flight information
- Direct Sales and Ticketing
- Special Service Requests
- Telephone check-in services
- Complaint Handling
- Customer Loyalty Programme "Miles & More"
- Airport Services (i.e. baggage claims)
- Online booking support
- Travel Agent Support (Business to Business)

### **Key Requirements:**

- **EXCELLENT FOREIGN LANGUAGE SKILLS (VERBAL) IN GERMAN.**
- Successful completion of secondary education (Matric)
- Exceptional Service and Sales Orientation
- Previous experience in Customer Service with international markets highly advantageous
- Keyboard proficiency | computer literacy
- Flexibility to work shifts
- Ability to work in a team

### **Shift Times:**

- Monday - Sunday (24 Hours all year round)

### **Training Includes:**

- 6 weeks full time
- Class room training
- Geography
- GUIDERES | CASPAR | AMADEUS | AXRES System
- Training on the job | phone | individual coaching

**Benefits**

- Contract Type: 5 Year Fixed Term
- Basic Salary Range: R 10 000 - R 12 500 per month (Based on experience & skills)
- Parking Allowance: R 285
- Medical Aid: R 1000 contribution to plan of your choice
- Flight discounts

If you are interested please send us your Full CV.

We will be in contact with you should you meet the minimum requirements and qualifications.