

Job vacancy:

Customer Service Consultant for Lufthansa

General information:

Location: **Brno, Czech Republic**

Form of employment: **full time employment contract**

Duration: **permanent**

Gross monthly wage (Euro): **starting from 1.019/1.127**

Job description:

As our Customer Service Consultant, your task will be to assist customers over the phone to help them with regard to the flight reservations, cancellations or online check in. We would like to motivate you with: - Daily usage of languages - Possibility to participate in various trainings - Work with colleagues from all over the world in dynamic and friendly international environment in the centre of Brno - Gaining the knowledge of airline processes by providing different services - Chance to travel the world with our employee flight tickets. What do we offer? - Highly discounted flight tickets - Motivating salary structure with a performance based bonus up to 20% monthly - Guaranteed salary increases based on seniority - Unlimited work contract - Lunch vouchers - Cafeteria - Vouchers for sports, cultural activities and health care - Team building activities, professional training.

Activities:

Assist customers with bookings and purchases of flight tickets, provide all services related to frequent flyer programme, deliver airport related services (e.g. baggage tracing, irregularity handling), and ticketing.

Requirements:

- ✓ **General requirements:**
- ✓ EU28 + Norway or Iceland citizenships
- ✓ Residence in a EU28 country + Norway or Iceland (outside Czech Republic)
- ✓ Registered on EUJOB4EU Platform with a complete CV in English

- ✓ **Language knowledge:**
 - Fluent in English
 - Fluent in German or Polish

- ✓ **Other specific requirements:**
 - Good communication skills
 - Flexibility and stress tolerance, team spirit and eagerness to learn new communication skills
 - PC skills
 - Experience in the tourism sector / customer service is preferable

ISCO Profile requested:

42 - Customer services clerks

422 - Client information workers

4221 - Travel consultants and clerks

Procedure to participate in the selection:

To participate in the selection it is necessary to be **registered on Reactivate/Your first EURES job Platform**.

The CV inserted must be written in in English and COMPLETED in all the fields.

Once you are registered and you have COMPLETELY filled in your CV, please send an **email to info@yourfirsteuresjob.eu**, indicating “Customer Service Consultant - Brno” in the object.

Only candidates registered, with a complete CV and responding to the requirements will be contacted for the selection.