

Drive, Engage, Respect

We want you

Customer Service Agent

If you are passionate about tourism, your place of work is at **DER Touristik**.

What will I have to do?

- Customer service telephone number (emergencies, complaints and customer enquiries).
- Emergency telephone number for transfers.
- Welcoming groups of travellers at the airport, port or hotels.
- Filing complaints.
- Preparing arrival documents for customers.
- Preparing departure documents for customers.
- Check arrival and departure lists for transfers.
- Anticipate customer needs; respond efficiently and proactively.

What are we looking for?

- Native or advanced English.
- Native or advanced German.
- Minimum 2 years' experience in the position or a similar position.
- Flexibility in working hours
- Communication skills
- Be able to anticipate the needs of the client.
- Persuasive skills
- Have a thorough knowledge of the product or service you offer
- Office user level.

What is it like to work at DER?

You will work in a company that cares about its employees, with a multicultural and diverse environment that makes us unique and different. You will work in a place that is committed to equal opportunities and to the interest in the professional development of our employees regardless of race, religion, age or disability, complying with all legal standards on diversity and inclusion, which are our main pillars.

Drive - Show energy, passion, and determination. Approach all tasks with enthusiasm.

Engage - Create a good working environment where everyone can feel that they have a positive contribution to make.

Respect - Benefit from different perspectives and respect the differences between team members, clients, and partners.

Are you interested in this position?
Please send us your CV in English.
Contact: hrr@dtservices.travel