

CUSTOMER SERVICE EXECUTIVE **Jobseekers with recognized disability**

Excellent communication skills in English and Spanish languages

Are you a customer oriented person and feel motivated to work towards excellence in service? Do you have excellent communication skills, attention to detail and sense of urgency to manage different situations to assist people? If your answer is yes and you are also interested in forming part of a young, dynamic team and continuing the development of your Customer Service career in a challenging and international environment, send us your CV as soon as possible.

Since 2008 Suntransfers.com has grown from a startup into Europe's favorite private airport transfer company. We provide a standout choice of services and destinations ranging from VIP city transfers to low cost holiday taxis, operated from more than 500 airports and travel gateways worldwide.

Our Customer Service department is based in Torroella de Montgrí, a small town located in a beautiful part of the Costa Brava, within cycling distance of the beach and commuting distance of Girona (35 minutes by car).

Your Role:

- Take care of maximizing client satisfaction.
- Assist new customers throughout the reservation process and on the day of travel via phone, email and live chat.
- Be in contact with our transport suppliers, located in over 400 airports worldwide, as well as with our affiliates and resellers of our services.

What we're looking for

- **Excellent English and Spanish.** We will test your level. Knowledge of other languages is a plus.
- Availability to work nights, afternoon shifts and weekends.
- At least one year of experience working in customer service.
- Excellent computer and internet skills and good typing skills.
- Excellent communication skills, both written and verbal, and attention to detail in all assigned tasks.
- Ability to analyze and resolve unexpected situations, taking quick decisions in a proactive way.
- Ability to multitask efficiently, a sense of urgency and the ability to prioritize while working under pressure.
- Friendly, patient, empathetic customer-oriented attitude and teamwork.



What we offer

We offer a dynamic and challenging environment that's fun to work in. You'll have the chance to work with diverse, passionate colleagues who have a range of skills and experience, in an environment where people respect and support each other and have a strong work ethic.

Our office is open 24 hours a day, 365 days a year. The Customer Service agents work according to a rota from Monday to Sunday on either morning, afternoon or night (optional) shifts with two rest days per week.

We offer a fixed gross salary of 15.972€ per year and an additional, performance based, gross bonus of up to 1,300€ per year (additional supplement for night shifts), as well as benefits that include 24 days paid holiday plus 16 bank holidays as well as the day off on your birthday.

And of course, the little extras that help make Suntransfers.com a great place to work:

- Spacious, modern offices near the beach
- Table Tennis / pool table, PS4
- Kitchen / dining area with refreshments, tea, coffee, milk and fresh fruit.
- After work events

*Suntransfers.com is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs.

Contact

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