

▢ **Exciting, demanding, rewarding...**

... three words that sum up the working day at Serco

▢

Step into the adventure and join Our French or German Team as:

TRAVEL AGENT

Ref. no.: TA/FP/022014

Place of work: Kraków

□ □

Send your application in English to:

applyjob.serco@serco.com

For more information visit us: www.sercopoland.com

Facebook: Kariera w Serco

□

□

Main responsibilities:

- Customer service from travel sector
- Solving problems and customer questions which appear before, during and after their travel
- Handling incoming calls and email requests from customers
- Delivering the highest quality customer service
- Supporting before and after sales

□

Candidate profile:

- Excellent written and oral skills in **French** or **German**
- Good command of the **English** language
- Excellent customer care and proactive attitude

- Result oriented approach
- Attention to details
- Being a team player
- Previous call center, travel industry or/and hospitality experience - as an asset

□

Benefits:

- Competitive salary (plus extra bonuses)
- Attractive benefits package
- Full-paid appropriate training
- Private medical care for you and for your family (including dental care after upgrading package)
- Employee Referral Award Program

- Great development opportunities in an international, fast – paced company
- A multicultural, great working environment
- Fast recruitment process taking 2-3 weeks, with a 'remote' application systems

Please, include the reference number and the following clause: I hereby give consent for my personal data included in my offer to be processed by Serco European Services Sp. z o.o. for the purposes of recruitment process, in accordance with the Personal Data Protection Act dated 29.08.1997 (uniform text: Journal of Laws of the Republic of Poland 2002 No 101, item 926 with further amendments)