

Atencion Cliente con nivel nativo de Ingles



Publicada el: 01-04-2017
Nombre de la empresa: ZIP ONLINE SERVICES SOCIEDAD LIMITADA

Sede central: Reus

Descripción de la empresa: ZIPtransfers.com es una agencia de viajes online cuya misión es la de facilitar la vida a todos los viajeros que diariamente se desplazan en avión por toda Europa. ZIPtransfers, mediante su página web, ofrece a turistas, hoteles, agencias y empresas la posibilidad de reservar servicios de transporte organizado (taxis, minibuses y autocares) desde aeropuertos a los destinos finales que los clientes necesitan. Fiabilidad, Puntualidad y Precios siempre bajos son nuestra prioridad.

ZIPtransfers desde su sede central ubicada en Reus opera actualmente en cerca de 200 aeropuertos y en más de 40 países, gestionando más de 250.000 traslados y llevando a más de 1.500.000 personas [anualmente](#).

Ubicación

Población: Reus (Tarragona)
Provincia: Tarragona
País: España

Descripción

Puesto vacante: Atencion Cliente con nivel nativo de Ingles

Nivel: Empleado

Número de vacantes: 3

Descripción de la oferta: ZIPtransfers is one of the industry's fastest growing online agencies dedicated to organizing and providing safe, reliable and low-cost airport transfers. Dedicated to the tourism sector we currently operate in over 90 airports throughout Europe. ZIPtransfers is a young and dynamic company which has seen large growth quickly and is fueled by continued plans for expansion.

We are currently looking for a Native Speaking English Customer Service candidate for our Reus office.

The successful candidate will be responsible for:

- Managing customer queries and issues via telephone and email with the goal of improving customer experience and satisfaction.
- Acting as a liaison between the company and our customers.

Main Responsibilities and Tasks:

- Attend customer calls, answer queries, assist in order completion, and resolve any other customer service related issue.
- Attend to customer related emails in a quickly and highly organized manner.
- Marketplace and Competitive Research.

We offer a competitive salary, flexible vacation schedule and the opportunity to join a young, dynamic and exciting team of individuals passionate about providing fantastic customer service.

ZIPtransfers offers service 24 hours a day. Our Customer Service staff share rotating shifts (turnos), consisting of morning, evening and night shifts.

Requisitos

Estudios mínimos:	Otros títulos, certificaciones y carnés
Experiencia mínima:	Al menos 1 año
Requisitos mínimos:	- Must be Native English Speaker with advanced Spanish. Additional languages will be highly valued. - Strong customer service and people skills, friendly demeanour and ability to calmly address customer issues and/or complaints. - Highly organized and detail oriented. - Excellent telephone communication skills - Flexible and comfortable with a rapidly-changing environment. - Some off-hour telephone duty will be required.

Contrato

Tipo de contrato: 6 meses + Indefinido
Jornada laboral: Completa

Salario

Salario: 15.000 - 18.000€ Bruto/año

Las personas interesadas pueden enviar su CV a este correo electrónico: management@ziptransfers.com a mi atención: Agustin Miguel.

El teléfono de contacto es 977 317223.

Muchas gracias