



Exciting, demanding, rewarding...

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

**Step into the adventure and join
Our Dutch Team as:**

**CUSTOMER SERVICE
EXECUTIVE**

Ref. no.: CSE/PR/082014
Workplace: 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:

- Provide support to clients in travel industry sector (via telephone, e-mail, chat)
- Adequate understanding, interpreting and managing incoming enquiries
- Provide active support to customers before and after booking
- Delivering the highest quality customer service
- Ability to be both proactive and reactive based on the individual situation
- Working with colleagues to ensure Clients expectations are met

Candidate profile:

- Excellent written and oral skills in Dutch
- 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)
- Flexible working hours for students
- Various starting dates, also in autumn
- 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