



Lufthansa InTouch

Customer Service Consultant with Italian (m/f)

There is a lot of excitement that the airline industry can offer and we have great employment opportunities for all, graduates, newcomers and also experienced professionals. Come and join us!

Customer Service Consultant with Italian language (m/f)

Location: Brno, Czech Republic

As our Customer Service Consultant, you will be a member of the Italian team. Your task will be to assist Lufthansa's customers over the phone to help them in regards of the flight reservations, information about our products and services, passenger check-in assistance, managing accounts for Lufthansa frequent flyers (Miles & More), flight cancellations and support Travel Agencies.

What do we look for in a candidate?

- Excellent written and verbal communication skills in both Italian and English (fluent level);
- Ability to work rotating shifts including evenings, weekends, and statutory holidays (they are extra paid)
- Good understanding of computer systems and standard software
- Positive and 'can do' attitude
- Willingness to be one best self when interacting with colleagues and customers
- Eligibility to work full time with us for at least 12 consecutive months

We would like to motivate you with:

- A unique team spirit and culture: we are the best at being InTouch!
- Amazing flight privileges (including Hotel/Car Hire/Cruises/etc. discounts) for you and your immediate family/friends
- Opportunities to develop professionally
- Exchange programs between locations around the world
- World class training and learning opportunities
- We are driven to be the best. We at Lufthansa InTouch contentiously upskill and train our colleagues; boost their product know-how and make them become confident in all aspects of services for air travelers.

We offer an attractive package of employee benefits:

- Highly discounted flight tickets
- Motivating salary structure with a performance-based bonus of up to 20% monthly
- Guaranteed salary increases based on seniority
- Unlimited work contract
- Team building activities, professional training
- Help with relocation to the Czech Republic (Employee Card, accommodation for the first two or

three months and coverage of travel expenses)

- Lunch vouchers, flexible benefits (Cafeteria, Multisport card), increased vacation days

Send us your application TODAY and explore the world tomorrow!

For more information:

Check out our video: <https://www.youtube.com/watch?v=savcnsVOzbU>

Visit our web page: <http://lh-intouch.com>

Send us your application TODAY and explore the world tomorrow!

APPLY HERE

About Lufthansa InTouch / Global Tele Sales Brno s.r.o.

We at Lufthansa InTouch are at the center of Lufthansa's service excellence. Being an innovative Customer Service provider for the Lufthansa Group, we specialize in customer care in air travel. Our multicultural, multilingual teams operate from seven Service Centers worldwide. Working together as one global team, we provide five-star services for passengers flying with airlines of the Lufthansa Group. Besides offering Business-2-Customer services, Lufthansa InTouch designs innovative and cost-effective operational solutions for a select portfolio of business clients.

Agency Posao.ba (Kolektiv d.o.o. Sarajevo) is handling the recruitment and selection process for the above-mentioned position. All applications will be treated with high confidentiality. Only selected candidates will be invited for an interview.

Lokacija: Brno, Češka Republika

Datum objave: 14. Dec 2019.

Datum isteka: 13. Jan 2020.