



JOB VACANCY

<u>Title:</u>	Executive Customer Service Representative
<u>Workplace:</u>	Vienna Airport
<u>Employment Type:</u>	Fixed term employment, full-time
<u>Start Date:</u>	immediately

SUMMARY

Plan, organize, implement and monitor all customer services activities (reservations/sales/passenger), as well as manage and direct the customer service reps to provide highest customer service standards at all times. Investigate immediate and appropriate solutions for operational complications and/or difficulties and maintain full coordination with support departments (internal/external) for improvement of customer services.

PRIMARY RESPONSIBILITIES

- Planning and monitoring the implementation of customer services
- Directing of subordinates to insure optimum performance
- Monitor operational performance and provide immediate handling as needed
- Supervise and manage all operational and administrative activities on a daily basis
- Conduct and participate in regular department meetings
- Continuously strive to improve all aspects related to customer services (facilities, procedures, policies, equipment, etc.)
- Preparation and implementation of seasonal operating plans and other station related activities
- Administrative duties including duty roster planning and maintaining manual updates

KNOWLEDGE AND REQUIREMENTS

- 2+ years related airline experience in a similar position
- Knowledge of airline practices
- Good interpersonal, customer service and writing skills
- Ability to negotiate, with good presentation skills
- Excellent organization, communication and problem solving skills
- Self-motivated and adaptable to be able to work with minimal supervision
- Fluency in English and German
- Experience with Microsoft office
- Knowledge of Amadeus DCS and Amadeus ALTEA reservations is an advantage
- Willing to work during night times and on weekends depending on flight operation requirements

WE OFFER

- Employment contract and benefits in accordance with the Collective Bargaining Agreement for Foreign Airlines
- Fixed-term with prospect of permanent employment
- Minimum monthly gross salary € 2.913,48 per month, negotiable
- Friendly Team

APPLICATION

If you are interested in a challenging employment opportunity, kindly submit your application, including cover letter and CV in English to:

Ms. Christiane Guempel / E-mail: cgumpel@saudia.com