

Remote Call Center Agent (Based in Patras)

Division: Ground Operations

Department: Call Center

Location: Patras

Work arrangement: Full Remote - the job does not require physical presence, unless for special occasions

Type of Employment: Full-time (8 hours) or Part Time (4hrs or 6hrs) | Call Center operates in shifts, 24*7

Deadline: 11/04/2023

About us

AEGEAN Airlines, based in Athens, Greece, is a member of the Star Alliance Group since 2010 and a proud winner of 12 SKYTRAX World Airline awards for 'Best Regional Airline in Europe'. Our employees have been instrumental in our success, through seeking to channel their energy and motivation into the challenging industry of aviation, providing services of high standards across all travel stages and contributing to the continuous improvement of our products. We are looking for enthusiastic, talented and dedicated individuals, who can drive our organization forward.

If you wish to explore the exciting world of aviation, join our team!

About the role

There is currently a job opening "**Remote Call Center Agent**" in the Call Center Department. We are looking for candidates currently living in Athens that are able to work from their homes and will be flexible to work in 24hrs shifts, based on company's needs. As Remote Call Center Agent, you will be responsible for providing excellent telephone customer service and maximize profit through ticket sales.

What you will do:

- Respond to all inbound calls
- Support customers by providing information on flights, fares and services
- Issue and reissue tickets
- Manage ticket upgrades (Business Class, Miles & Bonus)
- Manage bookings changes, cancellations, and refunds

You fit, if you cover the following requirements:

- Preferable a Bachelor's degree
- Fluency in oral and written Greek and English
- Good knowledge of MS Office
- A quiet place to work at home with a strong internet connection

Excellent knowledge of at least one of the following languages will be considered an asset:

- German
- French
- Spanish
- Italian
- Russian
- Romanian

And you have competence in:

- Communicating effectively and in a structured manner
- Resolving issues with a customer-focused orientation
- Organizing and paying attention to detail
- Working collaboratively
- Committing to guidelines and procedures

If you pursue your career journey with AEGEAN, on top of a challenging job, we offer:

- ✈ A working environment where you feel valued and appreciated
- ✈ Excellent career and development opportunities within the organization
- ✈ Flight tickets
- ✈ Private health insurance scheme

**If this looks like an interesting opportunity for you,
send us your application now!**

Your application shall contain CV in English language and is to be submitted until the **11th of April**.

All applications will be treated as strictly confidential. Please note that only shortlisted candidates will be contacted.

Keep on following us to find a job opening that matches your profile.