



CAREER OPPORTUNITY: CUSTOMER CARE AGENT

Surprice Car Rentals is a global car rental brand. We are currently looking for the upcoming summer season a Customer Care Agent with pleasant personality and passion about work, to join our team based in our offices in Athens or Heraklion, Crete.

Job description

Are you a critical thinker and a problem solver? Are you looking for a company with growth opportunities? Do you enjoy assisting customers on the phone? In this position, you are the point of contact for customers by ensuring maximum customer satisfaction. It's a great opportunity within a fast-growing car rental company with an excellent working environment.

Duties

- Manage communication including emails and phone calls
- Answer any questions customers might have about the reservation process
- Take emerge incoming calls from customers, resolving customer concerns as well as assist with product knowledge, reservation and rental assistance.
- Explain the terms of the rental or leasing agreements
- Communications with franchisees and provide information about rating reviews
- Monitor any review and feedback about our services rating in platforms
- Answer on customer's reviews and managing customer's complaints

Requirements

- High School Diploma
- Degree in Hospitality/Tourism will be considered as an asset.
- Relative experience will be considered as a plus
- Excellent communication skills in English
- Excellent computer skills
- Shift working hours
- Ability to manage multiple priorities within a fast-paced environment

Benefits

- Excellent working environment
- Continuous Training
- Competitive salary package

All applications will be treated as strictly confidential.