

Join Our Team as a Customer Care Advisor with German! ????

Join the team as a **Customer Care Advisor** and support one of the leaders in the global service industry!

Is your passion for exceptional service as strong as your language skills?

If you dream of a career where every day is a journey and your fluent command of **German** opens doors to a world of high-end standards, then this role is made for you! Join us and become a key brand ambassador setting the standards for global client service worldwide. We are looking for individuals who perfectly understand the expectations of demanding **clients** and can turn every interaction into an unforgettable experience.

Proficiency in English is crucial.

Customer Care Advisor with German

Nr ref.: 96/11/2025/MN/265448/jobs.pl Kraków (małopolskie)

What we offer

- **stable employment** based on an employment contract (the first contract for 6 months, followed by an indefinite one)
- **hybrid work model (3/2)** after the onboarding period

regular working hours: from 9 a.m. to 5 p.m.

- attractive benefits package: **quarterly bonuses and a monthly commission based on performance, 13th salary**, exceptional travel benefits, including free or significantly discounted services on our client's network of connections, co-financing for courses and training, life insurance, private medical care, sports card

Your tasks

- comprehensive **support for B2C and B2B premium customers** from around the world – contact via phone, email, and chat
- advising on service planning and selecting optimal solutions
- assisting clients with issues related to: insurance, selecting additional options, and making service adjustments
- handling enquiries and complaints, e.g., refunds
- building long-lasting relationships with customers

What we expect

- **fluency in English at a minimum B2/C1 level and proficiency in German at a C1 level**
- initial experience in customer service through various contact channels is welcome
- familiarity with the Outlook suite and Excel

- high level of **personal etiquette** and **communication skills**
- openness to **multiculturalism** and strong **customer focus**
- knowledge of the Amadeus system will be an additional asset

Employment agency entry number 47

this job offer is intended for people over 18 years of age