

Support Agent

Description

Travelotopos

Join Europe's leading travel software provider! Since 2014, we have been digitalizing one of the largest tourism markets with our Software-as-a-Service solutions. You may have already booked with one of our customers without even realizing it, as Travelotopos powers many travel providers in Europe. We collaborate with TripAdvisor, GetYourGuide, Google, Booking.com, and many other industry leaders.

Job Overview

At Travelotopos, we are a leading travel technology company that provides four distinct booking systems for the travel sector. We are currently seeking a Support Agent to join our team. If you are a passionate self-starter looking to advance your career, Travelotopos is the ideal place to do so. Apply today!

Responsibilities

- Receive and place customer telephone calls.
- Maintain solid customer relationships by handling questions and concerns with speed and professionalism.
- Resolve customer complaints and manage database records.
- Perform data entry and research as required to troubleshoot customer problems.
- Configure 3rd party systems with a commercial approach to achieve high conversions.
- Configure Travelotopos systems according to customer needs.
- Report to Support and Sales Manager.

Qualifications

- Bachelor's degree in Business Administration or a related field.
- Strong knowledge of Microsoft Office.
- Native or fluent in English (knowledge of any other languages would be a plus).
- Ability to work effectively in a team.
- Good understanding of technology and related tools.
- Strong written and verbal communication skills.
- Strong problem-solving skills.
- Ability to multitask and efficiently manage multiple tasks.

Job Benefits

- We invest in your career and provide continuous development.
- A competitive salary package.
- You will work in a friendly and exciting environment.
- Your colleagues are the best in the industry – a team of young people with a strong background in tech and sales.

Hiring organization

Travelotopos LTD

Employment Type

Full-time

Beginning of employment

Immediately

Duration of employment

Long term

Industry

Customer Support

Job Location

Leof. Dimarchou Aggelou Metaxa
15, 166 75, Glifada , Attica

Valid through

15.10.2023