

## Swedish service profiles for international customer Service

“ We are looking for dedicated, service minded profiles, to be a part of our dynamic international team within the travel/leisure segment. The task is to ensure travelers get the best experience – even before their journey starts. The team is situated in our Danish office in Copenhagen. ”



ARE YOU A SERVICE PROFILE, WHO WANTS TO MAKE A DIFFERENCE – BOTH IN DAILY PERFORMANCE AND IN ONE OF THE MOST EXPANDING SEGMENTS IN THE WORLD, TRAVEL – THEN THIS IS A UNIQUE OPPORTUNITY

### MAIN TASKS

The task is to provide a professional service by phone and email for people - before, during and after their travel/holidays - ensuring the overall customer experience by:

- Queries related to travel planning
- Assist and guide with travel reservations
- Assistance and support if incidents at the destination occurs
- Adapt and execute market initiatives according to defined campaigns
- Ensure, on a continuous basis, the collaboration between the team members and other teams/departments

### QUALIFICATIONS

- College degree, language or social studies is preferable but not a requirement
- Language skills:
  - Swedish fluently, written and spoken
  - English, high level, written and spoken
  - Additional Nordic languages skills are a plus not a requirement
- IT flair

### JOB EXPERIENCE

- 6-12 months' experience in the service sector; customer service, travel agency, restaurant, stores or the like

However, most importantly, you want to make a difference ensuring the team exceed expectations

### WE OFFER

A unique opportunity to be a part of a dynamic team in an exciting and fast developing business.

Full time and/or part time position, salary package – salary paid in DKK, language bonus, pension & health insurance.

### Interested...

Please send your application and CV to [jobhr@moranti.com](mailto:jobhr@moranti.com) soonest possible.