

**Exciting, demanding, rewarding...**

... three words that sum up the working day at Serco

**Step into the adventure and join our team as:**

**TRAVEL AGENT**

**Ref. no.: TA/BK/012014**

**Place of work: Kraków**

**Main responsibilities:**

- Customer service for travel sector
- Solving problems and customer questions which appear before, during and after their travel
- Handling incoming calls and email requests from customers
- Delivering the highest quality customer service
- Supporting before and after sales

**Candidate profile:**

- Excellent written and oral skills in **German/French/Dutch/Italian**
- Good command of the English language
- Excellent customer care and proactive attitude
- Result oriented approach
- Attention to details
- Being a team player
- Previous call center, travel industry or/and hospitality experience - as an asset

**Benefits:**

- Competitive salary (plus extra bonuses)
- Attractive benefits package
- Full-paid appropriate training
- Private medical care for you and for your family (including dental care after upgrading package)
- Employee Referral Award Program
- Great development opportunities in an international, fast – paced company
- A multicultural, great working environment
- Fast recruitment process taking 2-3 weeks, with a 'remote' application systems

**Send your application in English to:**

[applyjob.serco@serco.com](mailto:applyjob.serco@serco.com)

**For more information visit us:** [www.sercopoland.com](http://www.sercopoland.com)

**Facebook: Kariera w Serco**

Please, include the reference number and the following clause: I hereby give consent for my personal data included in my offer to be processed by Serco European Services Sp. z o.o. for the purposes of recruitment process, in accordance with the Personal Data Protection Act dated 29.08.1997 (uniform text: Journal of Laws of the Republic of Poland 2002 No 101, item 926 with further amendments)

