

Dutch speaking Customer Service Consultant (80-100% in Winterberg)

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Company: Hapimag

Location: Netherlands

Category: computer-and-mathematical

We are dedicated to making sure that our Dutch (speaking) shareholders and members enjoy a positive holiday and booking experience and feel well taken care of.

For our Area office in Winterberg/DE we are looking for a service-oriented employee to join our Customer Support department as of immediate or by appointment as

Dutch speaking Customer Service Consultant (80-100% in Winterberg)

What you will do

Be in daily contact with our (Dutch) shareholders and members (mainly by telephone, email and chat)

Advising and handling inquiries about our resorts and take care of bookings

Advising and selling additional offers

What we require from you

Completed vocational training, . tourism or/and commercial school

Experience in customer/guest relations, ideally telephone (travel) consulting

Career changers are welcome, as long as language skills are fulfilled

Proficient German and good written and spoken Dutch (minimum C1 level) are mandatory, conversational English as well as any other foreign language is a big plus

Experience with various computer programs and applications

Independent and self-assured working style

High flexibility and openness for occasional business trips and assignment at HQ in Switzerland

Service- and team orientated with the aim to offer the best service possible to our shareholders and members

What's in it for you

Comprehensive training and onboarding in your tasks in an international, inviting environment at the headquarters in Steinhausen/Switzerland

Possibility to work from other locations (by arrangement)

Fixed working hours from Monday to Friday (**no shift/no weekend duties**)

Attractive benefits, . for holidays in Hapimags own resorts, Edenred card (with monthly employer contribution of EUR 50,-)

Financial rewards according to the collective agreement of NRW possible

A high level of self-responsibility and room for personal development

Do you feel you could be the addition to our team that we are looking for?

We look forward to receiving your application per email:

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