

## Ryanair Customer Support with Italian - work from Katowice

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Company: Concentrix

Location: Katowice

Category: computer-and-mathematical

### Description

Ryanair is Europe's most popular airline, with up to 142 million annual passengers, operating more than 2,400 flights a day and connecting 37 countries using a fleet of more than 450 aircraft. Another 200 Boeing 737 will join the fleet soon, allowing Ryanair to increase traffic even more !

As a result, Concentrix Poland is opening new opportunities for candidates who want to provide services to Ryanair!

We are a professional team working as an airline customer support.

Thanks to us, satisfied customers can enjoy a successful trip, and their difficult situations are solved by our qualified staff.

### Join us and work as:

Ryanair Customer Support with **Italian**

### Responsibilities:

Assisting passengers, supporting them with travel difficulties and providing information via incoming calls/chat/e-mails on the following topics: baggage, booking tickets, rescheduling flights

Handling complaints

## **Requirements:**

Knowledge of **Italian** on communicative level (min. B2)

Ability to operate Windows operating system and MS Office package

Communication skills and attitude towards working with people

High personal culture and customer orientation

Commitment and motivation to work - together we can achieve more!

Availability to work from the office in **Katowice**

## **We offer Standard Labor Contract:**

Indefinite Employment Contract

Modern workplace in **Katowice** in multinational environment

Very attractive salary with performance bonuses and rewards

Fully-paid training prior direct contact with the customers

Training and development programs

Medical services and Private medical care, Group insurance program

Sports and leisure program, as well as My Benefit Cafeteria

Possibility of choosing from 3 best-designed Relocation packages

A very dynamic and international work environment with plenty of career opportunities

Social activities, events and celebrations

## **Or Civil Contract:**

Modern workplace in **Katowice**

Guaranteed hourly rate based on a civil contract

Fully-paid training prior direct contact with the customers

Flexible working days and hours (you can choose the working days and hours you want to work between Monday - Sunday 9:00 a.m. and 10:00 p.m.)

Substantive support of the leader at each stage of cooperation

Coaching to improve qualifications

Possibility of promotion in the company structure

### **Who are we?**

With 280,000 colleagues all over the world, we specialize in creating exceptional customer experiences and driving digital transformation for some of the world's biggest and best companies.

We're fanatical about our diverse and passionate people all across the world.

We embrace all our different cultures, individualities, and personalities because we recognize that all our differences make us stronger together. Concentrix is an equal opportunity employer, and we process applicants without regard to disability, race, color, religion, gender, national origin, age, sexual orientation, gender identity or expression or any other characteristic.

We show our colleagues how important they are by showering them with perks, like a culture of belonging; clear paths for career development; professional support, coaching and mentorship programs; performance-based pay; a global network of lifelong friends and peers; and more! (Like, lots more.)

Location:

POL Katowice - Global Office Park-Bldg C Flrs 2 & 3

Language Requirements:

Time Type:

Full time

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