



Being part of Air Canada is to become part of an iconic Canadian symbol. Across the country and across the world, the Air Canada family brings people together. Let your career take flight by joining our diverse and vibrant team at the leading edge of passenger aviation.

Air Canada is seeking dynamic and enthusiastic individuals to fill a Full Time position in the role of

Customer Sales and Service Agent at our Frankfurt Contact Centre.

Job Description:

- The primary focus and responsibility is to provide the highest level of customer service while providing customers with information regarding flights, fares, destinations, special offers and other travel products.

Requirements:

- **Mandatory Covid-19 Vaccination Required as of October 31st, 2021**
- Offer the highest level of customer service while providing customers with information regarding flights, fares, destinations, special offers and other travel products.
- Use Air Canada's reservation system Altea to make new flight reservations or to modify existing bookings.
- Provide timely resolution to customer inquiries, including concerns and/or issues to ensure customer satisfaction.
- Accurately obtain documents and confirm customer's personal information for bookings.

Qualifications:

- Customer service experience within a call centre environment and previous travel industry experience.
- Reservation and ticketing knowledge with an Airline or Travel Agency.
- Ability to find creative solutions to complex customer scenarios.
- Ability to work independently with a minimum of supervision in a fast-paced environment, while effectively managing multiple tasks and prioritize accordingly.
- Strong interpersonal skills in dealing with customers and business partners.
- Excellent communication skills combined with a strong commitment to teamwork.
- PC/IT skills at high standard.
- Must be able to work flexible hours/shift.
- High school diploma or academic equivalent.

Linguistic requirements:

This position requires linguistic fluency. Priority will be given to candidates completely fluent in German and in English. French will be considered an asset.



Other requirements:

- Working hours are from Monday to Friday between 0900-1730 (exceptions might apply)

Air Canada thanks all applicants for their interest, however, only those selected for interview will be contacted.

All applications will be confidentially handled. Any documents submitted for application shall not be returned.

Please apply through our Air Canada career webpage via the link below:

<https://careers.aircanada.com/jobs/7742118-customer-sales-and-service-agent>