



Customer Service Specialist with German

HHD (Interhome Group) is looking for new colleagues to join its German Team at our modern Customer Service Centre in the heart of Prague.

Our aim:

- to ensure satisfied customers by arranging their travel bookings, and offer on-going service and support during their holiday stay where required, thereby providing an excellent customer experience
- to deliver a successful B2B Service for our partner travel agencies

What skills do you need to have to be successful:

- Native/almost Native German language skills (verbal & written, Level C1 min.) + fluent English language skills (verbal & written, Level B2 min.)
- Microsoft PC skills, knowledge of SAP an advantage
- after training - be able to offer an excellent customer experience to our clients, when handling their vacation bookings & offering on-going service and support during their vacation
- flexible, shifts incl. weekends
- be an excellent multi-tasker, but still remain calm as well as make good decision-calls, independently
- willingness to learn new things and contribute to the team with new ideas & creativity
- eligible to work in Czech Republic
- No previous experience in travel business or customer service required – this can be taught – however we require passion, courage, trust, responsibility and collaboration!

What benefits is HHD offering:

- starting salary 40 000 – 45 000 CZK/month (gross)
- determined contract for 1 year with possibility of change to undetermined contract (3 months trial period)
- 50% extra for weekend and CZ Bank Holidays hours
- 25 vacation days (extra vacation as from 4th year in the company)
- meal vouchers
- Multisport Benefit card for 320 CZK/month (partially paid by Employer) or 500 CZK/month charged to Sodexo Flexi card
- annual ticket for public transport in Prague paid by Employer
- health web app ulékaře.cz
- 2 sick days
- Bday day OFF
- up to 50% discount on all Interhome Group properties
- corporate events and team-building activities
- bonus system
- study trips, learning by doing program, workation villas

We treat our staff as individuals and as an important member of the team, you will be responsible for your own tasks supporting our valued customers. Your efforts, motivation and loyalty are all key to our continued success and will be acknowledged accordingly.

If you can imagine yourself in this role, then please send your resume and cover letter to hr.cz@interhome.group.

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