

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

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

**Step into the adventure and  
join Our German or French or  
Dutch Team as:**

**CUSTOMER SERVICE EXECUTIVE**

**Ref. no.: CSE/FG/102014**

**Place of work: Kraków**

**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**

**Main responsibilities:**

- Provide support to clients in travel industry sector (via telephone, e-mail, chat)
- Adequate understanding, interpreting and managing incoming enquiries
- Provide active support to customers before and after booking
- Delivering the highest quality customer service
- Ability to be both proactive and reactive based on the individual situation
- Working with colleagues to ensure Clients expectations are meet

**Candidate profile:**

- Excellent written and oral skills in **Dutch**
- 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

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)