

Customer Service - Flight Ticket App

Scope of Work

Liaising between guests and partners to resolve light complexity issues via inbound, outbound, email, chat, and messaging on various topics such as: additional travel advice, modifications, cancellations, complaint.

Providing accurate, valid, and complete information by using the right tools, methods, and processes.

Immediately updating serious cases/inconstant situations.

Ensuring a high level of customer service and a positive guest experience.

Proactively updating information/knowledge about customer service.

Income

Total Salary: 11.000.000 – 13.000.000 vnd/month.

(Base Salary: 8.000.000 vnd/month.)

100% salary in 2-month probation time.

Benefits

Join the insurance regimes according to the provisions of the Labor Law.

Accident insurance 24/7.

14 days of leave/year.

13th Monthly Salary.

Annual Health Checkup.

Working in a dynamic, professional environment with many opportunities for advancement

Requirements

Fluency in English (Speaking, listening, writing, and reading) - working 100% English.

At least 6-month experience in Customer Service roles or any relevant ones.

Work Schedule:

5 days/week (any 2 days off).

Shift: Rotate 24/7 (according to the arrangement of the team leader, rotate shift once a month, up to 3-month night shift)

Day shift: 7:00 – 16:00; 9:00 – 18:00; 12:00 – 21:00; 13:00 – 22:00.

Night shift: 19:00 – 4:00; 20:00 – 5:00; 21:00 – 6:00; 22:00 – 7:00.

Work Location:

District 12, Ho Chi Minh City

Contact:

Health & Education HUB ACC245 Joint Stock Company (HUBSaigon)

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