

Customer Service - Travel 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

Average Income: 10.000.000 - 12.000.000 vnd/month.

(Base Salary: 7.500.000 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.

Work Schedule:

5 days/week (any 2 days off).

Shift: Rotate 24/7 (according to the arrangement of the team leader).

Rotating shifts: 9 hours/shift/month (including 1.5 hour rest).

Work Location:

District 12, Ho Chi Minh City

Contact:

Health & Education HUB ACC245 Joint Stock Company (HUBSaigon)

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