





**FLOYT**  **BILLIGER-MIETWAGEN.DE**  **CARIGAMI**  **CamperDays**



Alicante



Full-time employee

Are you currently working in customer support and want to take the next step? Would you like to work on more complex cases and be responsible for your own areas instead of answering the phone all day? Then you've come to the right place, because we are looking for a

## CUSTOMER EXCELLENCE AGENT 2ND LEVEL (M/F/D) - GERMAN MARKET

### YOUR TASKS

- Communication with our rental car customers and partners, primarily by email, but also by phone or chat
- Processing complex booking inquiries or complaints and escalation cases (2nd and 3rd level case processing)
- Ongoing optimization and documentation of workflows and processes as well as independent identification of optimization potential and driving projects in the area of customer excellence
- You act internally as a mouthpiece for our customers and incorporate their feedback into the further development of billiger-mietwagen.de

### OUR CULTURE AT FLOYT

- **We want to make every day count.** This position can be the fast track for your career. Exciting projects and opportunities to grow each day are waiting for you.
- **We are brave and stay curious.** You like to dig

### OUR NEW IDEAL COLLEAGUE

- You have several years of experience in 1st level telephone customer support and are now also interested in more complex customer issues.
- You can express yourself flawlessly both verbally and in writing in German and English.
- You can distinguish between inquiries, feature requests, application errors or bugs in the software and conception, analyze and reproduce them and thus contribute significantly to finding solutions.
- You are solution-oriented and keep a cool head when dealing with complex queries.

### A MUST FOR THIS ROLE

- Your English & German language skills are at a native level or professional level (language skills will be checked!).
- You live in the Alicante area and can easily commute to our beautiful offices at least 4 times per month. The rest of the working time can be

into new topics, crunch the numbers, decide quickly, learn fast and see setbacks as an opportunity to grow? Perfect, so are we!

- **We believe in acting as owners.** We will provide the space and trust to make your own contributions to shape the mobility of tomorrow.
- **We dare to care:**
  - **For our customers,** by creating the best mobility solutions tailored to their needs.
  - **For your private life,** by offering flexible working hours, hybrid working schemes, private health insurance, office exchanges and two amazing locations in Cologne and Alicante.
  - **For the environment,** creating products and partnerships with the aim of helping to preserve our planet and less need to drive to the office.

spent at home!

- You are used to supporting German customers and love to find the best solution for them.
- You consider yourself a team player and love to contribute with your own ideas and suggestions to the team.

## SOUNDS LIKE JUST THE RIGHT STEP FOR YOU?

Then we look forward to getting to know you. Simply apply with your CV and a possible starting date.

We look forward to hearing from you!

[Apply now](#)