Claims Specialist - German Market

Company Description

Launched in 1998, this pioneering British-born brand has specialised in creating unforgettable experiences - from city breaks, hotels and holidays to theatre and spa days. lastminute.com is among the worldwide leaders in the field, helping hundreds of thousands of customers every year find, and do, "whatever makes them pink".

lastminute.com is part of lm group, a publicly-traded multinational Group, among the worldwide leaders in the online travel industry. Each month, our websites and mobile apps (available in 17 languages and 40 countries) reach 43 million unique users that search for and book their travel and leisure experiences.

More than 1,200 people enjoy working with us and contribute to providing our audience with a comprehensive and inspiring offering of travel-related products and services.

Job Description

Are you looking for your first role in customer service? We are looking for a member for Claims department in our Madrid office. You will ensure customer complaints are dealt with efficiently and with the right level of sensitivity. You will monitor, respond and engage with customers on social media channels that require sales and service support for the lm group contributing to a service orientated culture aimed at building repeat business and customer loyalty. The Escalated Care Team is part of our Operations Team, that manages all the request of our clients, after having made a purchase and is based in Madrid.

Overview Of Responsibilities

This person will manage GERMAN incidences for all our products, keeping a customer oriented attitude and offering our best practice as a well-known company. Intermediate Spanish level is also needed.

Key Responsibilities Will Include

- Investigating and resolving customer complaints through a variety of channels
- Take ownership ensuring the customer is kept informed of any developments relating to their query until a full resolution is reached
- Provide feedback
- Be confident and able to navigate the web site and the travel booking systems efficiently and effectively
- Lead by example representing the values of the business

Qualifications

- Embrace changes and always look for a suitable solution
- Take ownership
● Be proud of the good work done
● Comfortable with technology
● Be proactive in making recommendations for the business
● An open mind to changing priorities and business processes
● Problem-solving and solution-driven mentality
● Written and oral fluency in English & German - Spanish desirable
● Ability to work as part of a team as well as independently
● A desire to work in a team-based, fast-paced, international environment where you'll need to embrace different cultures, nationalities and languages
● Strong interpersonal skills
● Multi-tasking
● Adapt to flexible working hours
● Go beyond your responsibilities

**Desired Skills And Experience**

Outstanding communication skills - Fluent German and English (Speaking and Writing)
Customer service experience would be beneficial
Quick to learn
Work to tight deadlines with a can-do attitude

**Salary**: 20k Annual gross + 500€ (for 6 months if it is necessary to move to Madrid from other place)

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