

Job Description

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.
- **Meal allowance:** 500.000 vnd/month.
- **Night shift allowance:** 30% base salary.
- **Voice allowance:** 1.000.000 vnd/month (If you handle Inbound).
- **Monthly KPI incentive:** 900.000 – 1.200.000 vnd/month (Depend on your performance).
- **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

- Graduated from High school or equivalent Majors is an advantage.
- 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

- **QTSC Building 1** - No. 14 Street, Tan Chanh Hiep Ward, District 12, Ho Chi Minh City.

