

## GLOBAL TALENT PROGRAM SAMPLE



### Customer Service/Support Manager

#### Unpaid

This job opportunity is unpaid.

#### Tourism & hotel management, Marketing, Business administration

These are the backgrounds this opportunity is associated with.

#### English

These are the locally spoken languages that you'll have to know.

### Company



#### About City Gate Hotel

The City Gate Hotel Airport Thessaloniki is located just a short distance from the Macedonia International Airport of Thessaloniki, and just a few minutes from the city center. City Gate Hotel is a 3-star hotel located near the Thessaloniki international airport Makedonia. We are located not only near Makedonia Airport in Thessaloniki, but also very close to the city. You can also organize one-day trips and enjoy the crystal clear sea of Thermaikos Bay and Chalkidiki. Some of the most beautiful beaches of Chalkidiki and Peraia are just a few kilometres away and on the same route, the monastic republic of Mount Athos.

#### Role

About the job and it's activities

#### About

Customer Service Representative is responsible for assisting customers with inquiries related to a company's products and services. He/she will be instrumental in customer retention by addressing concerns and product issues, and by communicating in a professional, positive manner.

#### Working hours

Tuesday to Wednesday, - 2:00 pm - 10:00 pm

Friday, - 9:00 am - 5:00 pm

Saturday to Sunday, - 9:00 am - 5:00 pm

## Responsibilities

- Resolve phone, walk-in, mail, fax, and email customer inquiries.
- Process and logging incoming calls into CRM system.
- Identify customer needs.
- Forward and escalate inquiries to relevant individuals and departments.
- Contact customers to give them accurate feedback on the progress of their inquiries.
- Provide outstanding customer service.
- Update customer information as required.
- Perform other duties as the need arises.

## Process

The steps involved in being recruited for this job.

- 1 Shortlisted
- 2 Interview with AIESEC
- 3 Interview with Partner
- 4 Accepted
- 5 Approved

Estimated process time is 10 days

## Eligibility

Eligibility criteria you match Backgrounds

- Tourism & hotel management(Required)
- Marketing(Required)
- Business administration(Required)
- Skills
- Public Relations(Required)
- Problem Solving
- Critical Thinking(Required)
- Client servicing(Required)
- Communication(Required)
- Personal skills and knowledge
- Languages
- English(Required)
- Nationality
- Any Nationality
- Minimum study level
- Bachelor(Required)

## Logistics

What you'll be provided with during your stay.

## Accommodation

A place to stay will be provided and paid for.

## Transportation

A means of transportation will be provided but not paid for. You will have to cover the cost.

## Food

0 meals per day will be provided but not paid for. You will have to cover the cost.

## Computer

A computer will be provided.

## Leadership space

AIESEC will be providing leadership training during your experience.

## Visa

Visa type: Type C (Tourist VISA) - You will require this visa for the duration of the opportunity.

Health insurance: You will require health insurance for the duration of the opportunity.

POSSIBLE LOCATIONS FOR THE PROJECT:

Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

Also, may be available in:

Turkey, Egypt, Ukraine, Lebanon, India, China, Japan, South Korea.

ACCOMMODATION:

Provided (Mostly stay only, food is rarely covered during projects)

SALARY:

Not provided