



Ваш надежный помощник

Customer support manager (part time)

📍 Киев,

Компания: MAKLAI

Рубрики: [Офисный персонал](#), [Телекоммуникации и связь](#), [Работа для студентов](#)

Пожелания к сотруднику

Образование: полное высшее
Опыт работы: не требуется
График работы: частичная занятость

Описание вакансии

We are the Maklai team, an IT company developing full cycle products in the travel market.

Briefly about us:

- We are working during 10 years;
- Our specialization — travel (highly competitive and interesting);
- One of our product - Booked.net, has 3m+ clients from over 37 countries and 24 languages;
- We are 110 employees and we keep on growing.

We are looking for an enthusiastic colleague to join our office in Kyiv. As a Customer Support Manager you will be an intermediary between customer and hotel. Your main duties will include assistance in pre and post booking (hotel reservations) inquiries and hotel support.

Qualifications

- English — Upper Intermediate and higher.
- Another language will be a plus.
- Excellent communication skills.
- Stress resistance.
- Problem-solving attitude.
- High level of accuracy and responsibility, attention to details.
- Good PC and Internet knowledge.
- Customer orientation.

Responsibilities

- Solve problems of customers by phone and e-mail.
- Handle inquiries from hotels and hotel suppliers by phone and e-mails.
- Resolve or escalate technical or other problems.
- Report bugs to the development team for a further fix.
- Outbound calls to hotels/guests to arrange special requests.
- Provide feedback on the quality of the website on an ongoing basis.

We offer:

- Very friendly and solid team.
- No to bureaucracy, yes to democracy! We are all equals here.
- No dress-code.
- Office in 5 mins walk from Golosiyivska metro station.
- Corporate and team building events.
- Working hours: weekdays (staggered work hours) -19.00-23.00; weekend (on the average 4 days a month) - 10.00-19.00. Approximately 15 working days per month.

If it is all about you — WELCOME TO OUR TEAM!

Send your CV with a desired salary.

skype: konnova.yulia

Контактная информация

Контактное лицо: Юлия Коннова

Сайт: <https://www.work.ua/ru/jobs/3496236/>

Адрес: Киев, ст. метро Голосеевская