

Customer Service Representative (English Language)

Position	Customer Service Representative (English Language)	
Department	AirXpress	
Duty station	Phnom Penh	Type: Full Time and Part Time
Reporting lines	Report to: Manager	Start Date:

We are seeking talented candidates who are passionate about delivering outstanding customer service. At our company, we strive to provide exceptional experiences for both international and local travelers visiting Japan. As a Customer Service Representative, you will have the unique chance to interact directly with travelers, assisting them with their inquiries, providing recommendations, and ensuring their satisfaction throughout their journey.

Responsibilities

- Answering messages or calls from guests to learn their needs or their issues with the stay on OTA such as Agoda, Booking.com, AirBnB, etc.
- Responding efficiently and accurately to guests, explaining possible solutions,
- Building lasting relationships with Hosts and other team members based on trust and reliability.
- Understanding of company services and policies.

Qualifications

- Fluency in English Language.
- Relevant education or experience may be preferred.
- Good at customer service, active listening, and verbal and written communication skills, professional phone voice.
- Proficiency with computers, especially with Information security and strong typing skills.
- Strong time management, decision making and problem solving skills.
- Adaptability and accountability.
- Commit to the company's 5 core values.

Working time / schedule

- 5 days per week. Shift schedule flexible (Day OFF not always weekend)
- Full time : 7am - 17pm (Morning shift)
- Full time : 12pm - 22pm (Afternoon shift)
- Part time : 17pm - 22pm (Evening shift)
- Part time : 22pm - 07am (Midnight shift)

How to apply:

Form: <https://bit.ly/JobsAtSPN>

For More Information:

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