

# Aegean Taxi

## Greece

### Customer Service Executive

Aegean Taxi

📍 Αθήνα

🏠 Μόνιμη

Υπόβαλε αίτηση

☆ Αποθήκευση

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Aegean Taxi is a fast-growing start-up in the car sharing space. Currently in its 3rd year of operation, Aegean Taxi has been called "The Uber of Greek islands" and is rapidly expanding its taxi hailing app to Greece's most popular tourism destinations.

The ideal candidate would have experience in managing large volumes of inbound requests and a proven track record in using tools in sophisticated customer service environments.

#### General Tasks

- Utilize our internal tools to optimize drivers traffic flow, assisting demand to meet supply
- Own CS product: Set up procedures, templates and flows
- Review performance of customer service executives and set KPIs
- Answer and screen all incoming calls or emails, identify customer's needs and direct to staff members in other departments if needed.
- Provide knowledgeable responses to telephone inquiries in a polite, friendly and professional manner, in clear fluent English.
- Create a positive experience to all stake holders

#### Requirements

- At least 2 years experience in a multicultural customer service team
- Bachelor's Degree
- Excellent command of the Greek language, both spoken and written
- [Certificate of Proficiency in English \(CPE\)](#), C2 level of qualification
- Dynamic, enthusiastic and social personality, with growth mentality.
- Understanding of how CRM systems work. Ideally with previous experience overseeing a Transportation Management System (TMS)
- Availability to flexible working hours