

# Mykonos Pearls

## Greece

### Customer Service Executive

**Mykonos Pearls** is a luxury hospitality - property management company founded and run by highly skilled experts aiming to stand out and excel in the tourism industry.

In a short time, the company has managed to become the leader player among the Mykonos Villa hospitality market with a rich portfolio of more than eighty-five villas and additional expansion plans in the near future.

We provide the best possible hospitality experience offering an unbeatable combination of a rich

### Customer Service Executive

MYKONOS PEARLS - Ελλάδα

Αίτηση τώρα

#### 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

#### Benefits:

- Competitive salary
- Training on sophisticated TMS
- Be part of a team in a young stimulating business environment and culture