



**Company Name** Vola.ro Student Adventure SRL

**Company Profile** Vola.ro is Romania's largest online travel agency, specializing in providing travel services (flights, hotels, travel insurance, travel insurance, vacation packages etc.) to leisure and corporate customers.

**Job Title:**

**Customer Care Representative - Internship**

**Date of publish:**

July 1<sup>st</sup> 2011

**Description:**

Want to complete an internship with the fastest growing travel agency on the Romanian market? You are in the right place! We offer students that are currently enrolled in university or post-university tourism studies to take part in our internship program, to gain invaluable experience for a future career in tourism, ticketing or customer care.

**Responsibilities:**

- Gain experience in Vola.ro's call center, answer phones, take customer orders (mainly via phone, but also online or via email) and offer price quotations according to the company's best practices
- Sales management (new bookings, post sales activities etc.)
- Aggregate results in relevant reporting to senior management
- Active cross selling of services to the company's customers
- Back office activities (invoicing, CRM system etc.)
- Customer support department (assist clients with various requests – payment, luggage, invoicing etc)
- Tasks related to office management area
- Quality control - performs periodical audits via "mystery shopping", auditing of recorded customer conversations etc.
- Any other activities that would offer you a better understanding of the company's business

<b>Job Location:</b>	Bucharest	<b>Company Industry:</b>	Tourism
<b>Department:</b>	Ticketing	<b>Joining Date:</b>	To be determined
<b>Employment Status:</b>	Internship	<b>Employment Type:</b>	Temporary Employee with option for long term employment
<b>Reports to:</b>	Operations Manager	<b>Manages Others:</b>	NO
<b>Number of Vacancies:</b>	3	<b>Other:</b>	N/A

**Skills:**

- **Qualifications:**
  - Enrolled in university or completing master degree in tourism associated field
  - Outstanding communication skills, phone etiquette is a must.
  - Self sufficient and analytical thinking.
  - Fluency in English both written and oral is a big plus.
- MS Office Suite skills are a plus.

Anexa nr 1 la Act Adititional nr 3 din 5 Iulie 2011

- Positive thinking, motivated individual.

**We offer:**

- Great opportunity to gain experience by having an inside look into the business of Romania's largest online travel agency
- 200 EUR/month stipend
- Build your CV while you study!
- Vola.ro will offer permanent employment upon completion of studies for the people who impress us during their internship!
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<b>Career Level:</b>	Entry Level	<b>Years of Experience:</b>	0
<b>Residence Location:</b>	Bucharest	<b>Education:</b>	Tourism
<b>Degree:</b>	N/A	<b>Other:</b>	