

## Internship - French Speaking Customer Service Representative

Would you like to be part of the early days of a do-good start-up with a huge market ahead and fantastic traction, and be actively involved in transforming the travellers' experience for the better?

We are looking for a dynamic, optimistic, customer-oriented *Customer Service Representative* in Barcelona.

### Your Mission

- Check the eligibility of the customers' claims
- Put together the claims files
- Handle exchanges with passengers by email and by phone
- Handle exchanges with the airlines by email and by phone

### Our ideal candidate

- Has some experience in customer service
- Is a French native speaker and fluent in English (a 3<sup>rd</sup> European language is more than welcome)
- Can demonstrate great professionalism and handle complaints in a diplomatic way
- Is curious about the travel industry, and more specifically the airline business
- Is dynamic and pro-active

Diplomas are great but we also value individual talents and ability to learn and adapt.

### What we are building

We help travellers who experienced flight delays, cancellations or overbookings obtain compensation from the airline.

This is just the beginning of a much broader adventure that will make us the front running experts of any sort of flight related claims.

We deal with millions of flights and hundreds of thousands of travellers. We need to provide a smooth and seamless experience to travellers with timely and accurate communication.

### Why work with AirRefund?

Ok, that sounds cool so far, but maybe a bullet list is the thing you need to make up your mind and join us! No problem, here it is:

- Small team
- Nice office in the center of Barcelona (Plaça Catalunya)
- Wear your slippers at the office if you want
- Fresh fruits, free tea and coffee
- Barcelona is awesome!

Don't be shy, we are waiting for you.

**Contact:** [hr@airrefund.com](mailto:hr@airrefund.com)