



Wroclaw, Poland | Airline Customer Contact Centre Agent

General Information

Ref #: 26000008R

Location: Poland-Wroclaw

Job family: Customer Service

Closing Date: 2027-12-31

Description

Description

Be part of the 5-star team. Join us in Wroclaw, Poland Contact Centre.

We're currently seeking fluent Italian or Spanish speakers to join our Customer Contact Centre as dedicated service professionals. As a Customer Contact Centre Agent, you'll be the voice of Qatar Airways- delivering world-class service primarily over the phone, with additional support provided through web chat as needed. Your mission: to ensure every customer interaction is smooth, satisfying, and memorable.

Your specific responsibilities will include:

- Handle inbound customer inquiries with professionalism and empathy
- Promote, upsell, and cross-sell Qatar Airways products and services
- Create, modify, and refund flight reservations
- Provide accurate fare quotes and assist with ticket issuance and re-issuance

- Support e-commerce, trade, and loyalty program activities
- Escalate complex queries when needed to ensure smooth customer experience and satisfaction

Relocation & Training

This role requires relocation to Wroclaw, Poland. You'll receive:

- 5 weeks of classroom training and 4 weeks of On-the-Job training on Amadeus system and Qatar Airways products and policies
- Dedicated support from experienced specialists every step of your onboarding journey

What We Offer

- Competitive Salary- Rewarding your talent and experience
 - Travel Privileges- Explore the world with exclusive flight benefits
 - Private Healthcare- Luxmed coverage fully paid by Qatar Airways
 - Monthly MyBenefit Points- Choose perks that match your lifestyle
 - Social Fund Access- Co-financed holidays, cultural events, and festive bonuses
 - Referral Rewards- Get paid for helping us find great talent
 - Relocation Support- Assistance for candidates moving to Poland
 - Annual Leave - In full compliance with Polish labor law
-

Qualification

About you

We're looking for candidates who bring passion, energy, and a customer-first mindset. Ideal qualifications include:

Education & Experience

- Minimum high school diploma
- At least 1 year of customer service experience
- Relevant experience in GDS System (Amadeus) is an added advantage. Having IATA or Airline Basic Tariff course certification can be considered.

Skills & Attributes

- Fluent in English and either Italian or Spanish- minimum C1 level proficiency in English and one other language
- Strong communication and active listening skills
- Tech-savvy with solid typing abilities
- Comfortable in fast-paced, high-volume environments
- Warm, expressive, and service-oriented personality
- Adaptable, eager to learn, and open to new systems
- Able to work under pressure and in rotating shifts (no night shifts)
- Knowledge of European languages like Spanish, French or German is an added advantage; C1 proficiency level is expected