



Austrian Creating Journeys Together

Internship Customer Experience Strategy & Projects (all genders)

LOCATION

Vienna Airport

EMPLOYMENT LEVEL

University internship

FUNCTION

Product Management

WORKING TIME

Full time

SALARY

The salary for this internship is EUR 1,477.38 gross per month (38.5 hours per week), in accordance with the applicable collective bargaining agreement.

APPLICATION DEADLINE

10-05-2026

Every journey begins long before a plane takes off.

Because behind every special travel experience are ideas, innovative projects, and, above all, people.

Start: November 2026 - 6 to 12 months fixed-term



TASKS

Are you interested in strategy, innovation, and customer experience?

Would you like to develop new ideas and help bring them to life?

Are you eager to work with a motivated team to continuously improve our guests' travel experience?

Then you've come to the right place!

What you can expect:

You'll work on strategic customer experience and innovation projects. From the idea through to business cases, prototyping, right to roll-out

You'll be part of a project that brings new approaches to storytelling and customer engagement

You'll gain insights into journey mapping, service design and strategic project management

You'll work on high-profile projects that have a direct impact on the customer experience

You'll produce market and trend analyses, benchmarking presentations and decision-making documents

You'll collaborate with various departments

You'll have autonomy and the freedom to contribute and implement your ideas

You'll play an active role in shaping new internal engagement and communication initiatives and to support their implementation

BEHIND THE SCENES



Creating the Future Together

Together, we bring people and cultures closer and give our work real meaning. Interested? Then apply now!

Video: <https://player.vimeo.com/video/1141035932>

Discover the job diversity we offer

From marketing through flight safety to technical service—every position plays a crucial role in our shared success and makes a significant difference!

BENEFITS

Vacation / Christmas bonus, Flight privileges, Cafeteria , Special deals with selected partners , Employee and networking events, Diversity programmes, Work-related public transport
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REQUIREMENTS

You must be enrolled in school for the entire duration of the internship (a current certificate of enrollment must be included with your application)

You are interested in customer experience, service design, and project management

You work independently and in a structured manner

You are creative and enjoy coming up with new ideas

You have very good German and English language skills

You are proficient in using MS Office

You hold an unrestricted work permit for Austria/the European Union



COMPANY

About Austrian Airlines AG

Discover a world full of possibilities. Make your professional dreams come true at Austrian Airlines. We are an open and warmhearted community where internationality and open-mindedness play a major role. Hospitality and service-orientation are our top priorities, we put people – our employees just like our guests – first. We are focusing on creating an inspiring working environment where everyone can feel at home. Together we can create unforgettable experiences and memories. Let's #CreateJourneysTogether

➤ careers.austrian.com/

Help

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FAQs

