



Travelzoo is a global Internet media company. With more than 24 million subscribers in Australia, Canada, China, France, Germany, Hong Kong, Japan, Spain, Taiwan, the United Kingdom and the United States of America. Travelzoo publishes offers from more than 2,000 advertisers. Travelzoo's deal experts review offers to find the best travel deals and confirm their true value.

Forbes magazine ranked Travelzoo #6 on its 2006 list of 200 best-run growth companies.

Customer Care Specialist – Hong Kong

This position is based in Hong Kong.

Travelzoo is looking for a Customer Care Specialist. This role is designed for that special person who will bend over backwards to help our valued customers.

The Customer Care Specialist serves as the eyes and ears of the company, ensuring our customers have a world-class experience from start to finish. The position requires a relentless positive attitude, highly developed organizational skills and drive towards efficiency and effectiveness in answering calls and resolving customer service issues.

Qualifications/ Requirements:

- Passion and drive to serve others; intimate understanding of what makes world-class customer service.
- At least 3 years of hands-on customer care experience.
- Experience in conflict resolution and negotiation.
- Excellent organizational and interpersonal communication skills.
- Ability to achieve results while working independently; self-starter who sets and achieves goals based on metrics.
- Bachelor's degree.

We offer

Competitive salary package
Excellent international career opportunities in a high growth company
Exciting and fast paced work environment
Ask about our travel perk!

Please e-mail your resume and a brief description of why you'd like to join us to ap-jobs@travelzoo.com