

Position: Agent or Senior Agent, EMEA Inside Sales based at Paris Charles de Gaulle Airport (CDG)

JOB TITLE	<p>RESERVATION STAFF</p> <ul style="list-style-type: none"> We are seeking an Agent, EMEA Inside Sales to provide exceptional customer service and sales support primarily through phone and email interactions. This role involves managing reservations, ticketing, group bookings, and responding to inquiries while upholding our brand's high standards. Additionally, the role requires coordinating with various departments and maintaining relationships with corporate clients and travel agencies.
LOCATION	<ul style="list-style-type: none"> Paris Charles de Gaulle Airport
Duties and Responsibilities:	<p>Key Responsibilities:</p> <ul style="list-style-type: none"> Provide professional customer service according to company standards, ensuring safety and security at all times. Handle incoming calls, queues, and emails for French-speaking customers regarding reservations and sales. Coordinate with other departments to resolve customer issues and manage claims or irregularities. Process BSP-related tasks, including refunds, ADM (Agency Debit Memos), waivers, favours, and additional services using Salesforce. Provide French-speaking sales support and maintain up-to-date knowledge of products, services, and policies. Prioritize workload efficiently, demonstrating strong organizational and problem-solving skills. Collaborate with the team to improve performance and customer satisfaction.
KNOWLEDGE, QUALIFICATIONS & SKILLS	<ul style="list-style-type: none"> Must hold a work permit in France. Sympathize ANA's corporate philosophy. Friendly and outgoing character, team spirit. Customer oriented. High flexibility and ability to work under stressful situations. Excellent knowledge of French as a mother tongue or equivalent, knowledge of English for business communication. Experience of using CRS (Computer Reservation System).
Salary	<ul style="list-style-type: none"> Commensurate with experience and ability.
Day off Annual leave	<ul style="list-style-type: none"> 09:30 - 17:30 on weekdays, 12:30 - 13:30 lunch time. Day off of weekends and French national holidays.
Working Hours	<ul style="list-style-type: none"> 35 hours/week and 7 hours /day maximum, lunch time 1 hour.
Benefits, conditions and regulations	<ul style="list-style-type: none"> All the benefits, conditions and regulations enumerated in the Company Rules (dependent on local employment customs and legal requirements in each country) are applicable. There is a possibility of transfer to other sections.
How to apply	<ul style="list-style-type: none"> The CV is to be submitted in French or English to "ml_notice_parisrecruit@ana.co.jp".
Closing Date	<ul style="list-style-type: none"> TBA