

<b>Account's Name:</b>	SAS AB, SAS International Support
<b>Company's basic info:</b>	Airline Direct Sales / Customer & Travel agent support
<b>Language Supported:</b>	English, Swedish, Norwegian, Spanish, German, Russian , French
<b>Training duration:</b>	4 Weeks with intervals , Monday – Friday – 09:00 – 17:45
<b>Salary:</b>	1350 for local Nordic, German speakers, 1150 for English speakers, 1250 for the rest bilinguals
<b>Agent's duties (i.e. sales, customer support, challenges may face):</b>	Sales, re-bookings, cancellations, Eurobonus Info, General Info, travel agency support, ..... etc
<b>Bonus (how can be achieved? based on KPI?) :</b>	On average 200 euro for experienced agents, (no limit bonus) KPI based
<b>Working Hours:</b>	Average of 40 hours a week. Currently, between 08:00 and 02:00 divided in shifts. 24/7-line support will be established in the future. Some weekends included.
<b>Breaks:</b>	Two 15min breaks paid One 45min lunch break unpaid
<b>Bank Holidays info (if they work on a bank holiday they get an additional day off or paid extra?) :</b>	They get an additional day off if they work on a bank holiday.
<b>Housing: (provide accommodation or housing allowance)</b>	Private accommodation. Secondment allowed accommodation or housing allowance.

**Ideal Candidate's Profile:**

- - Intelligence (above average)
- - Reliability
- - Flexibility
- - Ability to work under pressure
- - Long term commitment with Foundever
- - Sense of humour
- - Discreet and keeping with GDPR regulations