

Account's Name:	SAS AB, SAS International Support
Company's basic info:	Airline Direct Sales / Customer & Travel agent support
Language Required:	English, Swedish, Norwegian, Spanish, German, Russian , French
Training duration:	4 Weeks, Monday – Friday – 09:00 – 17:45
Salary:	1350 for local Nordic, German speakers, 1150 for English speakers, 1250 for the rest bilinguals
Agent's duties (i.e. sales, customer support, challenges may face):	Sales, re-bookings, cancellations, Eurobonus Info, General Info, travel agency support, etc
Bonus (how can be achieved? based on KPI?) :	On average 200 euro for experienced agents, (no limit bonus) KPI based
Working Hours:	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.
Breaks:	Two 15min breaks paid One 45min lunch break unpaid
Bank Holidays info (if they work on a bank holiday they get an additional day off or paid extra?) :	They get an additional day off if they work on a bank holiday.
Housing: (provide accommodation or housing allowance)	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 Sykes
- - Sense of humour
- - Discreet and keeping with GDPR regulations