

Presentation of Mcall

Mcall is an innovative call center based in Casablanca (Maarif). Mainly oriented to incoming calls (medical telesecretary, customer service for e-commerce sites, telephone reception for real estate developers ...), we also run outbound campaigns in BtoB and BtoC and develop CRM and custom business applications for our customers. Our corporate culture is based on respect, rigor, customer focus and team spirit, values that allowed us to create an excellent atmosphere of work and an ideal environment to allow everyone to progress and deploy its potential.

Objectives of the function

The **Customer Service Representative** will work for a travel management company which provides transport, accommodation and meals to airline customers.

Missions

- Work directly with the Crew Schedule and Pilot training team
- Process reservation requests, changes, ad hoc hotel needs, troubleshooting problems
- Book flights and rental cars
- Process inbound and outbound calls from all suppliers
- Obtain and evaluate all relevant data to handle complaints and inquiries
- Identify, research and resolve all customer issues
- Complete irregularity reports or status reports
- Escalate issues or concerns to the Account Manager

Skills and qualities required

- Fluency in English
- Excellent communication skills both verbal and written
- Strong PC skills with a high typing speed and strong Internet navigation skills
- Demonstrate the ability to learn and navigate multiple PC and web based applications
- Proven ability to provide excellent customer service
- Ability to work in an environment with client driven volumes and activities
- Ability to work in a high volume, high pressure, deadline-oriented environment
- Strong listening, problem solving and multi-tasking skills
- Previous crew scheduling, hotel, and/or customer service experience is a plus

Net Salary: between 8.000 and 10.500 dhs

Benefits: Permanent contract, CNSS, Private health insurance