



## WORK IN FRANKFURT AND TRAVEL THE WORLD

For our station at Frankfurt Airport

we are looking to hire

### CUSTOMER SERVICE REPRESENTATIVES

Join United as we develop the world's leading airline. As a United Airlines Customer Service Representative (CSR) you can play an important role in making customers appreciate the quality of service offered by United. The positive interactions that CSRs have with customers at the check-in, gate, baggage services, or United lounges will have a direct positive impact on the company. That is why we are looking forward to hiring courteous, caring, and customer-focused employees who can not only communicate with customers, but also listen.

People with the desire to take that extra step to improve someone's travel experience. The Customer Service Representative (CSR) is responsible for assisting customers with flight reservations, ticketing and check-in, boarding, customer service and complaint resolution, as well as receiving aircrafts. Job

Job duties include

- Interacting with customers in a kind and helpful manner is key to creating memorable experiences and building customer loyalty
- Stepping up and anticipating customer needs while maintaining a strong sense of responsibility when we have inconvenienced a customer
- Working each and every day with a safety mindset by ensuring we hold ourselves and each other to the highest standards
- Navigating challenges by being steady yet adaptable. Maintaining composure and managing conflict and not taking customer frustration personally.
- Working collaboratively with others, supporting your colleagues, and helping them be successful with new processes and technologies.
- Working with state of the art tools in an exciting environment

We offer outstanding Travel Privileges with Star Alliance partners as well as with most major Airlines. Other benefits include coverage in United pension schemes, supplemental insurances, wellness services as well as internal development and career opportunities.

Learn more about our exciting vacancy, requirements by checking out our job postings online on [www.united.com](http://www.united.com)

Applications have to be submitted online in English using below links:

Full-Time (38,5 Std/Week) [Job Description - Customer Service Representative \(FRA00000175\) \(taleo.net\)](#)

Part-Time (27.5 Std/Week) [Job Description - Customer Service Representative - Part Time \(FRA00000169\) \(taleo.net\)](#)

We look forward to hear from you!

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