

Customer Care Consultant - English and Serbian (m/f)

Who are you?

- You are fluent in both English and Serbian language (written and spoken)
- You have good organizational and time management skills
- You are a team player and a problem solver
- You have positive attitude and good communication skills
- You are familiar with customer-care department operations

What are you going to do?

- You will provide everyday client support by responding to inquiries by phone and/or digital channels in English and Serbian language
- You will manage and resolve customer complaints
- You will document all information according to standard operating procedures
- You will maintain and improve performance by adhering to standards and guidelines
- You will update job knowledge by studying new service descriptions; participate in educational opportunities

What we offer?

- An interesting and dynamic job in the tourism industry
- Work in modern office in Novi Zagreb (excellent public transport connection)
- Stimulating, international work environment with heterogeneous teams and opportunities to expand your knowledge
- Ability to develop communication skills in foreign languages
- A path of growth aimed at enhancing your professionalism
- Internal educations to develop professional and language skills
- Flexible hours (24, 36, FT per week)
- 6.06 € per hour
- 3 weeks of paid education
- Opportunity to earn target related bonuses
- Travel expenses paid
- Welcome kit package
- Lunch ticket
- Loyalty bonus after 1 year
- Occasional bonuses (Easter, Christmas, holiday)
- Developed career path (pay raise according to seniority level)
- Employee of the Quarter award

Assist Digital in 2025 has been recognized as one of Italy's Best Employers.
#CustomerIntimacyAtScale #ProjectingTheFutureTogether

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