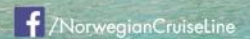




*Feel Free™*



NORWEGIAN CRUISE LINE (NCL) is one of the world's leading cruise ship operators. With over 50 years' experience, one of the most modern fleets in the world and our unique concept "FEEL FREE", we have established ourselves as the innovator in the sector. We offer a diverse, exciting and international working environment and are looking to strengthen our Guest Services team to the earliest possible date with a:

## **Live Chat Specialist (m/f/d)**

### **Your tasks**

- Receive and respond to inbound calls and mails, identify customer requirements and maintain quality relationships
- Secure sales through service, whilst meeting and exceeding targets set by your team leader
- Research and resolve general and specific reservation and vacation related enquiries
- Process reservation orders requested by the guest including changes, cancellations and payments
- Use knowledge to make recommendations about promotions, itineraries and auxiliary products such as stateroom upgrades, onboard credits and other shipboard amenities

### **Your profile**

- Experience of working in a Sales and Customer Service environment
- Previous experience of working within the travel/cruise industry or within a Contact Centre environment is desirable
- Knowledge of typical Contact Centre systems such as CRM, Avaya, WFM, booking systems
- Excellent communication skills, interpersonal and negotiating ability
- A good level of computer literacy in Windows, Outlook, MS Office and other associated applications
- Self-driven, results orientated with a positive dynamic approach
- Fluent in English and at least one other European language such as Spanish, Italian, French or German

### **What we offer**

- An international corporate culture with a collegial working atmosphere
- Exciting tasks in an uprising market
- A high degree of personal responsibility
- A wide range of employee benefits and events
- Offers within the scope of company health management (e. g. workshops to reduce stress)
- Possibility to work from home
- Training opportunities (e. g. specialist seminars, coaching, language courses)

**We look forward to receiving your application documents, including your salary requirements and earliest possible starting date, by e-mail to:**

Helene Rahn, Senior HR Manager Europe: [jobs@ncl.com](mailto:jobs@ncl.com)