



Travel meets Tech

(Junior) Customer Happiness Manager Germany (f/m/d)

Holidu is a travel & tech start-up that is building the world's best search engine for vacation rentals. Our mission is to make finding and booking the perfect rental finally easy. We are on this journey in a rapidly growing team of travel and technology enthusiasts from all over the world. Our travel mates also include investors and mentors who have helped companies such as Booking.com, Spotify and Zalando to achieve global success. So, pack your bag, hop on board and get ready for take-off!

Your role in this journey

Our goal is to be here for our customers and make them happy by simplifying the booking process of vacation rentals. You play a critical role with the following tasks:

- Provide customer service by finding their dream vacation rental via phone, WhatsApp & e-mail
- Assist in the booking process, cancellation & rebooking
- Work closely with our partners to ensure a seamless customer experience
- Support other departments with your insights
- Transfer customer requirements & potential issues to help us develop every day
- Find ways to continuously improve our customer satisfaction score

Your backpack is filled with

- Near native skills in German & good English skills
- A helpful heart for our customers
- A love for communication while always staying calm & gentle
- Delight for the internet & passion for working with new software
- First experiences in customer support are a plus
- Willingness to work at weekends

Our adventure includes

- Cutting edge technology in all areas of our fast-growing start-up
- A diverse international team with the ambition to achieve amazing things
- Flat hierarchies, responsibility and freedom to develop your own ideas
- Continuous learning from and with experienced co-workers and mentors
- Real team play with a lot of fun together during and outside of work

Want to travel with us?

Visit holidu.com/careers to learn more and apply. Your first travel contact will be Lisa König from HR.

We champion diversity in every aspect of life. We encourage applications from all genders, corners of the world and individual backgrounds. If you have a disability or special need that requires accommodation, please let us know.