

Working Student Customer Happiness for Germany (f/m/d)

Be the voice of our customers and enable them to find their dream vacation rental!

Holidu is a travel & tech start-up that intends to build the world's best search engine. Our mission is to finally make finding and booking the perfect rental easy. In the Customer Happiness team you will contribute to that mission by enabling our customers finding their dream vacation rental and making them happy. You will be part of an international team of 12 people from France, Italy, Germany, Morocco & Spain who are speaking more than 6 different languages. Besides making our customers happy, the Customer Happiness team enjoys playing table soccer in their breaks and is well known for their delicious cakes and their amazing annually organized Customer Happiness brunch.

Job location: Munich

Your role in our journey

- You will consult our German customers via phone, e-mail & Whats App and help them find their dream vacation rental.
- You will communicate with our partners to provide the best customer service possible and solve all of our customers' challenges.
- You will be the voice of the customer and transfer customer requirements & potential issues to the product team to help improve the Holidu product every day.
- You will play an active part in finding ways to continuously improve our customer satisfaction score.

Your backpack is filled with

- Ongoing studies in tourism, business administration, languages or similar.
- Fluency in German and good English skills. Any other language is a plus.
- Friendly team work oriented personality and strong communication skills.
- Customer focused mindset with good problem solving skills.
- First experiences in customer service or in the hotel industry are a plus.
- Willingness to work at weekends.

Benefits in our adventure



Cutting edge technology



Ambitious team



Responsibility from the start



Continuous learnings



Real teamplay



Fruits & Snacks

Ready for take-off?

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.

Apply with your CV on our career page and text us via jobs@holidu.com if you have questions.

Your first contact: Lisa



We are looking forward to getting to know you!