

Dutch Speaking Customer Resolution Specialist

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Company: American Express Global Business Travel

Location: Belgium

Category: other-general

Amex GBT is a place where colleagues find inspiration in travel as a force for good and – through their work – can make an impact on our industry. We're here to help our colleagues achieve success and offer an inclusive and collaborative culture where your voice is valued.

Ready to explore a career path? Start your journey.

Do you have a passion for travel and tech? And want to work for an exciting company that's at the top of their industry?

Business travel is back and we're looking for talented individuals to join a team that's working hard to reinvent the industry and make those real-life connections truly seamless once again.

Position Overview:

The Customer Resolution Specialist, within the Client Services Organization of Egencia, is in charge of investigating Amex GBT Egencia Service Failures and providing a quality response and resolution to the customer

Responsibilities:

To investigate each Incident and carry out in depth analysis in order to understand the root cause and Incident responsibility

To communicate the Incident resolution to the client, ensuring quality, clarity and within SLA

To investigate all possibilities to reduce any Loss to Amex GBT Egenia

Liaise with internal departments or External providers in order to reduce Loss or impact of any Incident

To categorize Incidents appropriately, so that it leads to clarity in Business Reporting

To identify and report any issues/trends with significant impact to your Team Leader or appropriate Business contact in order to avoid these issues re- occurring or having a wider impact

To actively contribute as a Global Team in order to achieve Global alignment of Incident handling and support Customer Resolution Team in other countries as required

To Ensure high standards of quality and accuracy in all communication with clients

To support Team Leader in any training/coaching needs with new joiners or less experienced staff

Competencies:

Experience in investigation and resolution skills

Attention to detail and ability to problem solve.

Ability to think creatively to resolve issues

Empathy and ability to understand an issue from several viewpoints.

Excellent Communicator and Team Player as sharing knowledge is key to continuous improvement

Strong business acumen

Fluency in English and Dutch (written and oral) compulsory.

Experience and Qualification:

Min 2 years experience as a Travel Consultant or in a similar position in investigation and resolution preferably in IT, banking or travel industry.

Extensive knowledge of GDS essential – knowledge of Amadeus required

Experience in investigation and resolution skills

Knowledge of Salesforce is a plus.

Location

Belgium - Virtual

The #TeamGBT Experience

Work and life: Find your happy medium at Amex GBT.

Flexible benefits are tailored to each country and start the day you do. These include health and welfare insurance plans, retirement programs, parental leave, adoption assistance, and more.

Travel perks: get a choice of deals each week from major travel providers on everything from flights to hotels to cruises and car rentals.

Develop the skills you want when the time is right for you, with global tuition assistance, access to over 20,000 courses on our learning platform, leadership courses, and new job openings available to internal candidates first.

We strive to champion Diversity, Equity, and Inclusion in every aspect of our business at GBT. You can connect with colleagues through our global Inclusion Groups, centered around common identities or initiatives, to discuss challenges, obstacles, achievements, and drive company awareness and action.

Wellbeing resources to support mental and emotional health for you and your immediate family.

And much more!

This role is for Egencia LLC (“Egencia” or the “Company”), a member of the American Express Global Business Travel family of companies.

All qualified applicants will receive equal consideration for employment without regard to age, gender identity (including pregnancy, childbirth, reproductive health decisions, or related

medical conditions), sexual orientation, race, color, religion, creed, national origin, disability, veteran status, citizenship or marital status. It is our policy to maintain an equal-opportunity environment free from intimidation, harassment or bias for our candidates, colleagues, clients and suppliers.

We are committed to providing reasonable accommodation to individuals with disabilities. Please, let your recruiter know if you need an accommodation at any point during the hiring process. For more details, please consult .

What if I don't meet every requirement? If you're passionate about our mission and believe you'd be a phenomenal addition to our team, don't worry about "checking every box; please apply anyway. You may be exactly the person we're looking for!

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