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Delta Airlines Virtual Customer Support Specialist – Hiring Now

Job Location

United States
Remote work from: USA

Base Salary

USD 40 - USD 50

Employment Type

Full-time, Part-time

Description

Join our team at Delta Airlines as a Virtual Customer Support Specialist! This full-time position offers a competitive salary of \$45,000 – \$50,000 per year. You'll be working a flexible schedule with opportunities for remote work. Our team values work-life balance, and we encourage our employees to find a routine that suits their lifestyle. Our dedicated support team operates during standard business hours, with options for early morning or evening shifts. Enjoy numerous benefits including health and dental insurance, paid training, vacation time, and opportunities for professional development.

Job Description

As a Virtual Customer Support Specialist at Delta Airlines, you will be the frontline representative for our customers, ensuring an exceptional travel experience. Your primary responsibility will be to assist passengers with inquiries ranging from flight bookings, change requests, and cancellations to addressing concerns and providing accurate information regarding our services.

In this role, you will utilize your problem-solving skills and in-depth knowledge of our services to handle customer interactions through various channels including phone, email, and chat. Attention to detail and a friendly demeanor are crucial as every interaction reflects the Delta Airlines brand and customer commitment.

You will play a significant part in handling high-stress situations, providing timely and effective solutions to ensure customer satisfaction. Your ability to empathize with our customers and understand their needs will greatly enhance their travel experience. You'll be responsible for maintaining customer records, documenting issues, and following up as needed to ensure resolution.

Our virtual team environment fosters collaboration, and you will work closely with fellow specialists and various departments to ensure a seamless customer experience. Training will be provided to ensure you're well-equipped to represent Delta Airlines with confidence and expertise.

Hiring organization

Delta

Date posted

October 15, 2024

Valid through

31.05.2025

APPLY NOW

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