

CALL CENTER AGENTS

(experienced or not experienced)



Job description

Coordinating the information flow with the departments and external parties in order to meet the complaints and demands of the guests (tourists), ensuring guest satisfaction.

General qualifications

- 1–2 years Call Center experience (preferred — trainings will be provided if not)
- Speaks Latvian at native level, fluent in English as a second language
- Customer oriented, with proper diction and effective communication skills on the phone
- Willing to work in a team
- Strong problem solving ability
- Graduated from a University
- Able to use MS Office applications effectively
- Not related to military service (for male candidates)
- Candidates living in Antalya or who have no problems with residence

We ask you to

- Coordinate guest requests and complaints
- Ensure guest satisfaction throughout communication
- Work closely with internal departments
- Handle communication professionally via phone
- Manage different situations effectively

Company provides

- Permanent 12-month ODEON contract
- Accommodation provided
- Day-shift only for Baltic languages (09:00–18:00 Turkish local time)
- Stable international work environment
- Supportive and motivated team

Location: **Antalya, Türkiye**

Salary in Turkish Lira (approx. 1,000 €) netto

Contact us

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