



**Runway** >  
Your Outsourcing Partner

## Working in Lithuania

# Runway is looking for YOU to join our **Kaunas** team as **10 CUSTOMER SERVICE SPECIALISTS** (**with Spanish for our partner Norwegian Air Shuttle**)

**Runway BPO** is an international BPO provider company, at present with almost 1,000 employees working operationally out from the three Baltic countries, Ukraine and Spain. We serve large Scandinavian and European business clients within various industries and provide a variety of communication related services.

### Job description, tasks:

- \* Answer of Customer Services related calls and e-mails;
- \* Closely work together with Team Leader to find the best solutions for customers;
- \* Care and support for our partner's – Norwegian Air Shuttle – clients;
- \* Accuracy in data entry;
- \* Follow up of clients' customer contacts.

### Requirements:

- \* Willingness to help and solve requests;
- \* Fluent Spanish language;
- \* Good English skills;
- \* Previous experience in customer service will be considered as an advantage;
- \* Intention to work in customer service;
- \* Excellent communication and interpersonal skills;
- \* Accuracy in data entry;
- \* Patience, positivity and friendliness.

### We offer:

- \* Training and experience with one of the leading airlines;
- \* Individual bonuses;
- \* International and friendly work environment;
- \* Excellent opportunity to practice languages and develop new skills;
- \* Positive colleagues;
- \* Modern and cozy office in Kaunas;
- \* Possibility to see other Runway countries;
- \* Health insurance and Friday snacks.

### Additional information

please send your CV to [cv.lithuania@runwaybpo.com](mailto:cv.lithuania@runwaybpo.com) with copy to [eures.nordicos@sepe.es](mailto:eures.nordicos@sepe.es) titled "Customer Service Specialist (with Spanish lang.)".

Please note that we will only contact second round candidates, who will meet the requirements as set above!

**Deadline: 15/08/2018**