



Support Center Coordinator

Lux Express is the largest international express coach line network, offering the most frequent daily connections on the International market and Estonian domestic lines. Lux Express has established service standards, which means that we keep track of our services being the best in the region. We value continuous professional growth in our company – it is important in the level of the individual, team and company. Our goal is to do our work a little bit better and even more professionally each day.

Become part of our team by applying for the position of **Support Center Coordinator**.

Main duties include:

- Handle stressful and challenging situations (unexpected changes to bus routes and schedules)
- Input relevant data in computer-based sales system
- Make business travel arrangements for employees (book tickets, make hotel reservations)
- Handle inbound calls and respond to customer emails

Position requirements:

- Good knowledge of Estonian, English and Russian languages
- Customer service oriented individual
- Ability to learn quickly and work autonomously
- Courage and confidence to handle frequent change or unexpected disruptions
- Desire to further the company by developing new ideas and process improvements
- Ability and willingness to work varied shifts (including weekdays/nights, weekends, holidays)
- Ability to establish and maintain positive and professional working relationships with all individuals

Benefits:

- Dynamic working environment in the fast-growing international company
- Personal and professional development
- A competitive compensation package and other benefits
- A positive workplace culture

To apply:

Send us your resume together with a short cover letter written in English to cv@luxexpress.eu

More information:
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