



Traffic Control & Customer Service Employees (m/f) for Central Eastern Europe

FlixBus is an innovative supplier of mobility services with headquarters in Berlin, Munich, Milan and Paris. With more than 10,000 connections, our green buses offer a modern, comfortable, and environmentally friendly way of traveling at the best prices. We are the market leader in Germany and many other European countries. Our goal is to grow on an international level and establish an extensive bus network throughout Europe, connecting large cities and small towns alike.

We want to internationalize our successful German business to Central Eastern Europe and are looking for **Traffic Control & Customer Service Employees (m/f)** based in **Budapest, Hungary**.

Your tasks:

In the role of a Traffic Control employee:

- You track the current traffic situation of the bus service and coordinate in case of changes in the personnel and vehicle deployment
 - You are responsible for avoiding malfunctions before they even occur, for minimizing their effects in the actual event and for a quick implementation of alternative actions
 - You intensively interact with all parties of FlixBus, especially with our drivers and bus partners and inform our passengers about delays and malfunctions
- In the role of a Customer Service employee:
- You are our customers' first and main supporting hand on every topic
 - You are always ready and pro-active solve difficulties effectively and efficiently
 - You politely communicate with the customers via phone, email or through social media channels

Your profile:

- First experience in the area of transportation/operations management or similar
- You have profound communication and team skills
- You are reliable and have a high initiative
- Flexible commitment in shift work 24/7
- Native Hungarian speaker, fluency in English and/or German
- Other European languages are a plus (especially related languages such as Slovakian/Croatian/Romanian)

Our offer:

- For the initial training period of 3-5 months you will have the chance to go to Berlin to gain deeper insights on Traffic Control Operations, Customer Services and to experience our vibes first-hand
- The possibility to work flexibly, goal-orientated, and independently in an experienced team in Budapest
- The once in a lifetime chance to participate in the development of the next big thing in a totally new and innovative market

Interested? If so, please answer the following questions within your application:

1. What would you do if the bus was delayed by 30 minutes? Please describe step by step.
2. A bus breaks down on the highway 150 kilometres before the final destination. Describe how would you react and how would you bring your customers satisfied and cost-efficiently to the destination?

If you would like to build the leader on the European bus transportation market with us, we are looking forward to your application.
Please send your answers to the above questions, CV, motivation letter and salary expectations to:

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