



ASSISTANCE COORDINATOR

PROFILE



You are an **ATTENTIVE AND EMPATHETIC** listener.



PRAGMATIC AND CREATIVE, you are able to analyse problems and identify solutions in emergency situations.



You are **FULLY COMMITTED** to finding the optimum solution for each customer.

ROLES AND RESPONSIBILITIES

As an assistance coordinator, you will be the first point of contact for customers, across the world, who find themselves in various, often complicated, situations. Your job consists in listening to their concerns, reassuring them, and organising appropriate solutions.



YOU WILL IDENTIFY EACH CUSTOMER'S CONCERN, WHATEVER IT MAY BE: accident, health problem, repatriation requirement, vehicle breakdown, etc. AXA Assistance can then deliver appropriate assistance through its vast network of service providers; you will work in direct contact with this network, as well as with customers.



YOU WILL BE RESPONSIBLE FOR ORGANISING THE APPROPRIATE ASSISTANCE SOLUTIONS, providing customers with the support and guidance they need to complete the necessary steps.



YOU WILL BE RESPONSIBLE FOR MANAGING AND TRACKING customer files.

APPLY

ARE YOU INTERESTED IN THIS JOB?

Apply online from the Careers section of our website: axa-assistance.com