



A STAR ALLIANCE MEMBER 

Inside Sales, Marketing & Sales
EMEA (Regional Headquarters for Europe, Middle East and Africa)

Job Title	Agent, Inside Sales & Contact Center – EMEA Marketing & Sales
Contract	Permanent, Full time
Location	Frankfurt City Office
Reporting	Supervisor or Assistant Manager or Manager in EMEA, Inside Sales
Job Purpose	We are seeking Inside Sales, Contact Center Agent to provide exceptional customer service and sales support primarily through phone and email interactions. This role involves managing reservations, ticketing, group bookings, and responding to inquiries while upholding our brand's high standards. Additionally, the role requires coordinating with various departments and maintaining relationships with corporate clients and travel agencies.
Duties and Responsibilities	- Deliver exceptional customer support by promptly resolving phone and email inquiries. - Efficiently manage reservations, ticketing, group bookings, customer complaints and claim handling. - Handle all types of irregularities related to reservations. - Process BSP-related tasks (refunds, ADM). - Update waivers, favors, and additional services through CRM. - Assist in administrative tasks for GMs and corporate/agent contracts. - Support sales and marketing activities, including B2B website updates and event participation. - Manage relationships with non-contracted corporate clients, SME, TMCs, and agents. - Prioritize workload effectively, demonstrating organizational skills. - Foster open communication and collaboration within the team - Uphold high standards of customer service and attention to detail



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Knowledge, Qualifications & Skills	- Strong teamwork, time management, and problem-solving skills - Highly adaptable with a proven ability to manage multiple complex tasks simultaneously, prioritize effectively, and excel under pressure. - Customer-oriented with a proactive approach to sales and service - Achievement of specific financial and non-financial targets, such as growth in sales revenue linked to European sales and marketing activities. - Candidate may be required to take international business trip (e.g., Japan) - Proficient in Microsoft Office applications (Word, Excel, PowerPoint, Outlook). - Fluent in Italian; business-level proficiency in English (both written and verbal). - Skill and knowledge of reservations system, fares, and ticketing processes in travel industry is preferable.
Estimated Start Date	Immediate start
Working Hours	Office hour Mon-Fri 9:00-17:42, 38.5 hour per week
How to apply	Please send your CV in English to: recruitment_emea@ana.co.jp with the subject "Application for Inside Sales Agent FRA-Your name" Please note that only selected candidates will be contacted for an interview.
Others	All applicants must be eligible to work in Germany (The employer does not provide visa sponsorship)
Closing Date	28 August 2026