



Product Specialist, Customer Care (Airpas); special focus: Contract Management Service (CMS)

Airpas Aviation GmbH is a member of the Sabre group and is a well-established, Germany based software provider and consultancy company with a set of modular cost-management and route profitability solutions for airlines. The core of the Airpas solution family, a unique cost management and route profitability solution, helps airlines streamline and automate processes through centralized management of contractual conditions and automated invoice checking. The immediate effect is greater control of costs for flight related services and improved visibility of revenues and direct operating costs.

Sabre Airline Solutions and Airpas Aviation GmbH are looking for a Product Specialist who should specialize beneath daily support task in the topic “Contract Management Service (CMS)”.

General Description

- Processing customer support requests for our Airpas solutions, related processes and systems.
- Solve tasks within our Customer Care services portfolio (e.g. Technical & Functional Application Support).
- Provide business application and technical customer care consulting.
- Maintain and update airline contracts (handling, landing, overflight) as part of the Airpas Service “CMS”.
- Open to perform on-site customer support (this presupposes readiness for traveling) on a case-by-case basis.
- Customer Care duties require occasionally work on week-ends, holidays as well as in shifts. The role further requires a reasonable amount of on-call duty.

Required Education

- Bachelor's degree or equivalent experience is highly welcome

Required Skills and Experience

- Have proven and strong mathematical and analytical skills.
- Be self-motivated and an accurate and exact mode of practice (*Arbeitsweise*)
- Have strong communication skills and be team-minded.
- Be proactive and have a strong sense of responsibility.
- Show commitment and readiness to learn.
- Enjoy working in an international environment.
- Be proficient in business German and English, both written and verbal.
- Additional languages (e.g. French) are welcome.

At Sabre and Airpas, we are fortunate to have the resources of a large company paired with the culture of a startup. Our company culture includes casual work environments, employee amenities, flexible work arrangements, and exceptional learning opportunities. And, you will be surrounded by intelligent team members who you will be proud to call your peers.

Schedule: Full-time

Possible with a freelance/ contractor Positions

Travel: occasionally (not more than 10%)

Organization: Sabre Airline Solutions; Airpas Aviation GmbH

Please send your application by email including your salary expectation and earliest start date to:

Airpas Aviation GmbH – Sabre Corporation
Ms. Olga Stepanov
38122 Braunschweig Germany

Applications needs to be provided electronically to:

olga.stepanov@sabre.com

For further information call +49 (0)69 664 089 1850

Airpas Aviation GmbH is a member of the Sabre Group

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