



**ASSISTANCE**

redefining / service

**Job title: Customer Service Advisor – International  
Emergency Medical Assistance**

**Location: Redhill, Surrey**

**Remuneration: £16,189.30 plus shift & language allowance**

Giving help to customers, when and where they need it most is exactly what we do at AXA Assistance, a business providing an international network of assistance and services for corporate and individual clients alike. It's all about solving problems and building strong relationships – and that takes talented professionals who care as much as we do about treating our customers fairly.

Thanks to a rapid increase in demand for our services, we are now looking for a range of individuals to strengthen our successful team in Redhill. If you enjoy using your initiative and want the freedom to develop your skills, we can promise you a career environment of exceptional variety and potential.

As part of our International Emergency Medical Assistance Team, you'll be providing medical assistance and advice to our customers anywhere in the world. You'll need to assess their needs, co-ordinate with the medical team and where necessary, arrange worldwide repatriation – all whilst exercising cost control. It's a role that calls for sensitivity, compassion and an ability to reassure customers and their relatives during what can be a very distressing time for them. Fluent English written and oral skills are essential. A fluent second European language – ideally French or Spanish – would be a distinct advantage.

Along with outstanding communication and teamwork skills and the ability to work in a busy environment, you will ideally have some practical, relevant experience in a similar role, preferably including call centre or telephone-based work. Shift work is required for these positions, so you'll need a flexible approach to your hours. Further details on shift patterns are available upon application.

To apply, please forward your full CV and covering letter to [Enquiries@axa-assistance.co.uk](mailto:Enquiries@axa-assistance.co.uk). Please note that if you have not heard from us within 14 days we regret that your application has been unsuccessful.