9179 11784 Lateral entrant for retraining to become a customer advisor in local transport We have a large number of important jobs that require special knowledge. That's why we rely on people who want to reorient themselves professionally and develop, e.g. B. after parental leave. You will already receive an attractive salary during the retraining. After lateral entry, you will then work on an equal footing with your colleagues.  
  
As a customer advisor, you will work on the train and be the first point of contact for our passengers.  
  
  
As of July 3rd, 2023, we are looking for you as a career changer for retraining as a customer advisor in local transport (f/m/d) for DB Regio AG at the Düsseldorf or Cologne location.  
What to expect from the retraining:  
  
  
- The retraining takes place over 3 months full-time (39 hours/week) and consists of theoretical and practical teaching sections  
  
- The theoretical lessons take place at the Cologne or Essen location, your practical assignments usually take place at the later location  
- You complete the retraining with a theoretical and practical test  
  
  
After the retraining you will take on the following activities:  
  
  
- You actively advise and support our customers on and in the train  
  
- With high service quality you increase the satisfaction of our customers  
  
- You provide timetable and tariff information and give information about connections and irregularities  
  
- You are responsible for controlling and selling tickets  
  
- You are responsible for order and safety on the train  
  
- The cooperation with colleagues, e.g. g. train drivers, service staff or security staff, is part of your everyday life  
  
  
Your profile:  
  
  
- Ideally, you have successfully completed vocational training, e.g. B. as a hotel clerk, flight attendant, salesperson, retail salesman or relevant experience in the service sector  
  
- You are familiar with the use of mobile devices  
  
- You have acquired conflict and communication skills in your professional life  
  
- Customer and service awareness are a matter of course for you  
  
- You have a well-groomed and friendly demeanor and are willing to wear company clothing  
  
- You don't mind irregular shift work  
  
- A valid category B driver's license is an advantage  
  
  
Applications from already trained customer advisors in local transport are of course also welcome.  
  
  
After successful completion of the functional training, it is usually possible to work part-time. For operational reasons, the qualification must be completed full-time.  
  
your advantages  
\* You always give everything and therefore get a lot in return: a standard salary package with generally permanent employment contracts and job security as well as a wide range of fringe benefits and a company pension scheme.  
\* You benefit from discounts in the areas of shopping, leisure, travel and rail offers. The monthly changing offers include e.g. mobile phone contracts, insurance, electricity tariffs, discounts at hotel chains, fashion and lifestyle.  
\* With seminars, training courses and qualifications, we offer you individual and long-term development and promotion opportunities at specialist, project or management level.  
\* You get up to 16 free trips within Germany per year and other discounts for your friends and family.  
\* You can be sure of a long-term perspective through your permanent employment in a future-oriented group.  
  
Equal opportunities and self-determined participation of the severely disabled and equals as well as respectful cooperation are firmly anchored principles within the DB Group. For this reason, severely disabled and equal applicants will be given preference if they are equally qualified.  
In addition, we aim to offer all candidates the same opportunities for starting a career and for training and further education, regardless of social or ethnic origin, gender, religion or belief, age or sexual identity and orientation. We consciously promote diversity and cooperation in our teams. train attendant None 2023-03-07 16:09:21.793000