



Global Operations Coordinator (m/f/d)

Possible start of work: immediately
Location: Konstanz, Germany

About Crisis24

Crisis24, a GardaWorld company, is widely regarded as the leading integrated risk management, crisis response, consulting, and global protective solutions firm, serving the world's most influential people, disruptive brands, and prominent organizations. Championed by our advanced Global Operation Centers and our skilled team of intelligence analysts, we offer highly specialized services, security and consulting, with the technology and AI to power it all across the globe.

At Crisis24, we go beyond mere employment; we pave the way to a realm where your skills become instrumental in shaping global security, guiding clients through a multifaceted and challenging landscape. Your journey with us will be deeply fulfilling, driven by a powerful sense of purpose and accomplishment. Within our thriving environment, you'll discover abundant chances for both personal and career advancement. Seize this moment to push your limits, broaden your expertise, and elevate your professional journey to unprecedented levels. Join the Crisis24 team today and be a part of something extraordinary where growth and impact converge.

More information is available at www.crisis24.garda.com

Who We Are Looking For

For our location in **Konstanz**, we are currently seeking a Global Operations Coordinator (m/f/d) to join us at the **earliest opportunity**.

The role as a Global Operations Coordinator (GOC) has a **dual focus**: you will be part of a **global first-call capability** handling all inbound contact via calls and email from our international network, while also serving as the primary point of contact and expert for our German clients. You are the **first point of contact and "face" of Crisis24**, responsible for professionally and efficiently assisting those who contact us.

Your ability to **remain calm in critical situations**, paired with your exceptional **interpersonal skills**, will guide our customers seamlessly on the phone, while your **multitasking abilities** enable you to handle multiple tasks simultaneously in both, **German** and **English**. Success in this critical frontline role requires to **work professionally under pressure**, enjoy engaging with callers, be **empathetic** and adhere to policies.

You will handle sensitive and difficult calls from travelers and expatriates, ranging from responding to internal panic and cyber alarms, business continuity escalations, safety-related incidents, to pre-trip medical and travel advice, booking a GP appointment, claims advice and billing queries through to a request for evacuation or repatriation. By managing and closing cases, you support Medical and Security Operations Specialists in focusing on ongoing case management.

What You Will Work On

- Managing all contact into the Crisis24 Global Operations Centre professionally and in line with company protocols. Key responsibilities include (but not limited to): Inbound and outbound call handling and triage, email handling, case management, client and stakeholder liaison
- As the initial “face” of Crisis24, you are an ambassador for professional customer service delivery and operational excellence and together with your colleagues you ensure the 24/7 around-the-clock availability of our operations center
- Adhering to telephony, email and case handling Service Level Agreements
- Opening all new cases in the Crisis24 case management system ensuring the calls are handled appropriately, adhering to client SOPs (Standard Operating Processes) and first call protocols as well as integrity of data captured
- Seamlessly triaging calls and interface with other teams including Medical Operations Specialists, Security Operations Specialists, Claims, and internal and external stakeholders
- Opening and managing queries, Pre-Trip and Travel Assistance, Medical Advice and Referral and Outpatient cases through to closure, escalating to Medical and Security Specialist teams in line with Standard Operating Procedures (SOPs) for ongoing management
- Monitoring and managing the 24/7 email inbox
- Managing claims and billing queries (calls and emails)
- Support in preparing monthly reports and case management reports to document actions undertaken for clients as well as updating dedicated client SOPs
- Supporting efficiency by closing suitable GOC cases and assisting with case management and closure for the Medical Specialist team.
- Be responsive and empathetic to the needs of clients, customers and colleagues
- Take a proactive approach to information security and report any information security incidents or potential information security threats to the Information Security Officer,
- Utilise platforms to monitor events and action at risk notifications, monitor and react to system notifications and customer messages, and alert client POCs according to protocols
- You will gain knowledge of risk mitigation and develop awareness of global events and sensitive situations, enabling quick assessment and internal reporting of relevant incidents.

What You Will Bring

- You are enthusiastic about current world events and are either motivated to make a career change by familiarizing yourself with new subject areas, or you have already gained experience as a dispatcher in emergency call centers, in the Medical and Security Assistance, insurance or in telephone customer service environments
- You have excellent proficiency in both German and English (at least C1 level in both languages), French is a plus. All additional languages are an advantage.
- You enjoy engaging with people, taking inbound calls, making outbound calls, and you are empathetic
- Your strong communication skills enable you to communicate openly, professionally and clearly at all times
- Unfamiliar or labour-intensive situations do not intimidate you, but drive you to peak performance. You show an ability to work well under pressure combined with effective time management and the ability to prioritize workload
- You are motivated, resilient, and see working in shifts as an interesting and diverse way to structure your working hours
- You have the ability to quickly familiarise yourself with dynamic, fast-changing situations, act appropriately and respond in a solution-oriented manner while gaining a solid understanding of Crisis24 service offerings
- You enjoy working in a technology- and process-based environment and are highly motivated to constantly improve your understanding, viewing changes as positive

What We Offer

In addition to working in an international environment with exciting subject matters, a unique combination of technical expertise and advanced data processing technology and modern work equipment, we offer the following benefits:

- Bonuses based on the overall success of the company
- Company pension scheme
- Further training opportunities
- Possibility of a Hansefit membership
- Coffee as much as you like as well as a fruit basket and subsidized lunch
- Team-building measures in everyday working life such as internal table football tournaments, joint BBQs and breakfasts

Information Security

Protect the data and systems of Crisis24 and its stakeholders by adhering to policies, reporting incidents and potential problems, completing regular training, and identifying opportunities for improvement.

Crisis24, A GardaWorld Company is dedicated to equal opportunity in employment. We are committed to a work environment that celebrates diversity. We do not discriminate against any individual based on race, color, sex, national origin, age, religion, marital or parental status, sexual orientation, gender identity, gender expression, military or veteran status, disability, or any factors protected by applicable laws.