



<https://usarematejob.pro/job/delta-airlines-customer-experience-specialist-virtual-remote/>

Delta AirLines Customer Experience Specialist (Virtual/Remote)

Description

Company: Delta Air Lines

Location: Remote (Select States/Regions)

Job Type: Full-Time

Training: Fully Paid, Comprehensive Virtual Training

About the Role

At Delta Air Lines, our mission is to connect the world while providing a world-class experience to every passenger. As a **Remote Customer Experience Specialist**, you are the voice of our brand. You will act as a travel consultant, problem-solver, and brand ambassador, helping our customers navigate their journeys with ease and confidence.

This isn't just about answering phones; it's about delivering "The Delta Difference" from the comfort of your home.

Key Responsibilities

- **Travel Solutions:** Manage inbound and outbound interactions to assist with complex flight bookings, itinerary changes, and international travel requirements.
- **Problem Resolution:** Resolve guest concerns regarding baggage, loyalty programs (SkyMiles), and flight disruptions with empathy and efficiency.
- **Advocacy & Education:** Proactively educate customers on Delta's latest travel policies, premium cabin options, and promotional offerings.
- **Operational Excellence:** Maintain high levels of accuracy in our reservation systems while meeting key performance indicators (KPIs) for call quality and resolution time.
- **Documentation:** Accurately log all guest interactions to ensure a seamless "one-call" service experience.

Qualifications

Basic Requirements:

- High school diploma, GED, or equivalent.
- **Experience:** Minimum of 1 year in a customer-facing role (Call center, hospitality, or travel industry experience preferred).
- **Communication:** Exceptional verbal and written communication skills with a focus on professional etiquette.
- **Tech Savvy:** Proficiency in Microsoft Office Suite and the ability to navigate

Hiring organization

Delta Airlines Remote.Inc

Employment Type

Full-time

Job Location

Remote work from: US

Working Hours

8

Base Salary

USD 20 - USD 30

Date posted

April 3, 2026

Valid through

30.12.2026

multiple specialized software systems simultaneously.

Home Office Requirements:

- A quiet, distraction-free workspace with a closing door.
- Reliable high-speed internet (DSL, Cable, or Fiber) with a hardwired Ethernet connection (No Wi-Fi for security reasons).

The Delta Advantage

- **Flight Perks:** Access to world-class travel privileges for you and your eligible family members.
- **Comprehensive Benefits:** Competitive health, dental, and vision insurance starting on day one.
- **Financial Future:** 401(k) plan with a generous company match and profit-sharing opportunities.
- **Career Pathing:** Extensive opportunities to grow into leadership, corporate, or specialized roles within the global Delta network.

How to Apply

Ready to join the climb?

1. Visit delta.com/careers.
2. Search for “**Customer Experience Specialist – Virtual.**”
3. Complete the online application and be prepared for a virtual video interview.