

Recruitment, Internships & Vacancies 2025

<https://www.workolic.com/job/airbnb-career/>

Airbnb Career 2025/2026 Application Online Apply

Description

As a Customer Experience Specialist at Airbnb, you'll play a crucial role in creating memorable experiences for our diverse community of hosts and guests. You'll be the frontline ambassador of our brand, providing exceptional support, and ensuring that every interaction reflects Airbnb's commitment to hospitality and service excellence.

Responsibilities

- **Customer Support:** Respond promptly and professionally to inquiries and issues via various channels such as email, chat, and phone, addressing concerns and resolving problems to the satisfaction of our users.
- **Problem Resolution:** Proactively identify, troubleshoot, and resolve customer issues, collaborating with cross-functional teams to ensure a swift and effective resolution.
- **Communication:** Clearly and effectively communicate complex information regarding policies, procedures, and solutions to customers, maintaining a positive and helpful tone.
- **Feedback Collection:** Act as the voice of the customer by collecting feedback and insights, and sharing them with relevant teams to contribute to product and service improvements.
- **Quality Assurance:** Maintain high standards of customer service quality, adhering to established protocols and contributing to continuous improvement initiatives.
- **Empathy and Understanding:** Demonstrate empathy and understanding towards the unique needs and perspectives of Airbnb's global community, ensuring a personalized and inclusive service approach.

Qualifications

- **Customer-Centric Mindset:** Passion for delivering outstanding customer experiences with a strong focus on empathy, patience, and a genuine desire to help.
- **Communication Skills:** Excellent written and verbal communication skills, with the ability to convey information clearly and concisely.
- **Problem-Solving Skills:** Strong analytical and problem-solving skills, with the ability to think critically and make sound decisions.
- **Adaptability:** Ability to thrive in a dynamic and fast-paced environment, adapting to changes and learning quickly.
- **Team Collaboration:** Proven ability to collaborate effectively with cross-functional teams and contribute to a positive team culture.
- **Multilingual Skills:** Proficiency in multiple languages is a plus, given Airbnb's diverse global user base.

Job Benefits

- Competitive salary and performance-based bonuses.
- Comprehensive health, dental, and vision insurance.
- Generous vacation and paid time off.
- 401(k) retirement savings plan with company matching.
- Professional development opportunities and ongoing training.

Hiring organization

Airbnb

Employment Type

Full-time

Industry

Software Development

Job Location

Constitution Rd 900211, Aba, Abuja, Nigeria, 900211, Abuja, Abuja, Nigeria

Working Hours

9

Date posted

February 5, 2026

Valid through

08.12.2026

- Employee discounts on Airbnb experiences and accommodations.

Contacts

To apply for this exciting opportunity, please visit our careers page at [Airbnb Careers](#) and submit your resume along with a cover letter detailing your relevant experience and why you're passionate about joining the Airbnb team.

[Apply to Airbnb Jobs portal](#)

We look forward to welcoming dedicated and enthusiastic individuals to contribute to the success of Airbnb's global community!