



Position: Italian Customer Advisor

Location: PORTUGAL, Lisbon

Our office in Lisbon is located at [Expo – Parque das Nações](#), with the most beautiful view over River Tagus, where all the trendy companies are installing themselves, creating an amazing atmosphere, where you can meet dozens of different cultures and learn several languages with your peers.

We are looking for candidates with availability to work with us for at least 6 months, willing to learn new software and techniques in order to provide the best customer experience.

We have multilingual projects, where you will work with well-renowned brands, getting the chance to know the business and improve your professional experience within a multinational company, with more than 35 000 workers worldwide, split by 29 countries.

Main tasks / responsibilities:

- Offering information, solutions and counselling to customers regarding the company's services
- Registering contacts and client information according to the work procedures
- Compliance with company regulations for Data Protection and Information Security
- Maintaining positive customer relationships through a responsible treatment of each contact
- Achievement of the performance targets defined by the project

Required profile:

- High School Diploma or higher;
- Previous Customer Service experience is preferential but not required.
- Fluency in Italian (C2 Level or Native);
- Good knowledge of English (B2 level);
- Excellent communication skills;
- Having knowledge of GDS systems for travel (Amadeus, Galileo, Sabre etc.) is a plus

The company offers:

- A permanent contract since day one
- Initial and continued training for the position
- Wage between 830 € and 1000 €/month base depending on language and campaign, it is in line with Portugal's cost of living and above the national average;
- Two extra months payment per year (summer holiday and Christmas payments.)
- Daily meal allowance of 6.83 €
- Performance bonus up to 100 €
- The company will help relocated candidates set up tax and bank documents and find a place to stay. (3 month of free accommodation is provided for Italian candidates)



- Bring a friend bonus of between 250€ and 600€ (depending on recruitment needs)
- Monthly transportation allowance of 20 €
- Private Health Insurance if you decide to stay with us for more than 6 months;
- Possibility for internal career progression, while enjoying stable working conditions;
- After 6 months in the company we will reimburse you for your expenses with your flight ticket, up to 400€;
- Discounts at gyms, restaurants, beauty centers, pharmacies and others.
- Full time job 40 hours weekly

How to apply: Fill in a short form and submit your CV at: <https://tinyurl.com/ycx3pxh2> or send your CV+motivation letter to job.lisbon@pt.webhelp.com Cc maria.c.a.silva@iefp.pt

Further info:

To know more about the company visit [WEBHELP](#) OR [WEBHELP FACEBOOK](#)

on this job vacancy: EURES Adviser Maria Conceição Silva maria.c.a.silva@iefp.pt / 215802851

**Employer is available for Skype interviews
EURES mobility supports may be available if you apply to this vacancy**