



EURES – Vacancy form

Employer

Employer's name	Teleperformance Portugal (Don't post it officially on the website)
Address	Portugal, Lisbon
Telephone number	+46 70 815 68 74
Fax number	
Contact person	
E-mail	Emma Larsson
Website	Emma@workinternational.se

Description of the company

Our client is a global leader in outsourcing, providing customer acquisition management, customer care, technical support, debt collection, and social media services. They operate in 88 countries, serving 170 markets, and have 420.000 employees worldwide. You will be part of an extremely driven team in awesome Portugal!

Our client is awarded as Best Workplace in many different countries and as the Best Multilingual Omnichannel Contact Center in Europe!

They offer complete training by certified instructors as well as many career development opportunities, so this is a unique chance to advance your career!

Job title:	Customer Support Agents to Lisbon, Portugal
Number of posts:	20+
Job description (detailed):	Our customer support representatives deliver world-class customer experience to the customers of the world's leading companies. Depending on the team they join, successful candidates will be assisting customers with any issues they may be facing concerning products or services, respond to billing, purchases, pricing and product inquiries, order status, tracking inquiries, order cancellations, money transfers, social media content moderation, advertisements classification, troubleshoot streaming and content issues, etc. There are plenty of customer support roles in our clients' teams, which provide many opportunities for career advancement.
Education:	
Skills:	Minimum requirements: High School degree
	<ul style="list-style-type: none">• Native or near-native level in <u>Italian</u>• Good communication skills in English (B2+ level)• Exceptional communication & soft skills, as well as problem-solving skills• Computer knowledge/tech savviness• Resourceful, able in multitasking• Willing and able to adapt to changes• Able to work independently and as a member of a team
Knowledge of Language	Italian language: C2+/Native English language: B2/ Intermediate

Working hours and place of work	<ul style="list-style-type: none"> • 8 hours per day • 5 days per week
Contract type:	Renewing fixed-term contract
Experience:	No previous working experience needed
Start date(and, if necessary, end date)	Start dates on an ongoing basis
Salary (specify if it is net or gross)	Around 1200€ /monthly gross Or, If you choose to live in their company apartment for free the salary is instead around 950€ monthly.
Other information (accomodation support, relocation package, bonuses...)	<ul style="list-style-type: none"> • Complete relocation support which includes refunded airline ticket + accommodation assistance. • Training by certified instructors • Competitive monthly salary + 2 extra salaries per year • Numerous benefits and discounts • Professional growth & development opportunities • Free Portuguese language courses • State-of-the-art premises, providing a great working environment with relaxing break areas • Special events as well as community & social responsibility initiatives

Application

Last date of application	
How to apply?	Email: emma@workinternational.se
Contact person/ telephone number	Emma Larsson
E-mail	Emma@workinternational.se
Other information	www.workinternational.se/en

