

**Position:** Customer Support Agent or Technical Support Agent

**Location:** PORTUGAL, Lisbon

We are seeking customer support and technical support agents on behalf of our client. No previous experience is needed as you will receive paid training. 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!

**Main tasks / responsibilities:**

- As a Customer Support Agent, your role is, together with your team, to handle customer issues in a friendly, effective and professional manner via e-mail, chat, and phone.
- Be creative, friendly, and solution-oriented with customers and colleagues.
- Understand the need to meet expectations, rise above them, and go that extra mile for customers.

**Required profile:**

- High School Diploma or equivalent
- C2 level of Italian + good communication skills in English (B2+ level)
- Great communication & soft skills, as well as problem-solving skills with basic technical knowledge. Able to work independently and as a member of a team
- Resourceful, able to multitask, willing and able to adapt to changes.

**The company offers:**

- Minimum 12 months of a full-time contract, after 2 years you will receive a permanent contract
- Gross monthly salary of 926.34€ + performance bonus, your rent has already been deducted from this amount
- You will be assigned a daily working time of 8 hours with an additional hour lunch break
- You will get your flight ticket refunded, the company will pick you up at the airport and drive you to your assigned apartment room, you will receive a free yearly flight to your country of origin. If you would like to learn Portuguese we offer free lessons, we also hold various activities each month such as water sport activities, soft trekking and much more

Available positions: 30+ openings

Deadline for applicaitons: We have openings on an ongoing basis, hence there's no specific deadline.

**How to apply:** Please e-mail your CV to [emma@workinternational.se](mailto:emma@workinternational.se)

**Further info:** on the company: <https://workinternational.se/>  
on this job vacancy: EURES Adviser Emma Larsson +46 70 815 68 74  
registrations number: 5565182523-01

**We will process your application within one business day, you will be called for a screening interview if your CV matches the criterias.**

All interviews will be done over telephone or web conference media.