

Position: Service Center Agent - German speaker

Location: PORTUGAL, Oporto

Lufthansa Ground Services Portugal (LGSP) is a Portuguese company based in Porto with over 260 employees spread across Porto, Lisbon and Faro. The company is recruiting German Speakers for an onsite-based **Service Center Agent**.

Main responsibility:

Specialized support for airlines in over 350 airports worldwide

Required profile:

- Intermediate / advanced level of German (min. B1, ideally C1 / C2)
- Fluency in English
- Experience in similar fields (*preferred*)
- Degree in Tourism, Languages and Literatures, or similar (*a plus*)
- Focus on problem solving
- Interest in acquiring new technical knowledge in the field
- Availability to work in rotating shifts
- Excellent communication skills

The company offers:

- Open-ended contract
- Specialized training in the area
- Career development opportunities
- Starting annual Gross Salary (14 months): EUR 14,070 / year
- Night work allowance (22:00-07:00): +25% per hour
- Meal allowance(s) according to daily worked shifts:
lunch / dinner EUR 8.80, supper EUR 6.62, breakfast EUR 3.30
- Transport allowance: depending on distance between residence and office (*minimum*: EUR 4.50, *maximum*: EUR 14.50 per worked day in night shifts - 22:00-07:00)
- Life & health insurance (after 12 months)
- Retirement Savings Plan (after 24 months)
- Air travelling benefits on most IATA airlines (e.g. Portugal – Brazil roundtrip: EUR 145)
- Extra benefits: fruit, gym classes, German lessons, possibility of annual bonus

How to apply: send an e-mail **ASAP** with your motivation and attached **CV** (in German / English) to EURESjobsPT@iefp.pt and recrutamento@lufthansa-lgsp.com (please include in the **Subject**: LGSP German).

EURES mobility supports may be available if you apply to this vacancy. Please check www.iefp.pt/eures