



Are you fluent in GERMAN, DUTCH, POLISH, NORDIC, FRENCH, CZECH, RUSSIAN, SLOVAKIAN, ITALIAN, CZECH or TURKISH languages?

Searching for a new job and a life adventure with peers from dozens of different cultures? Are you passionate about customer support and technologies?

Willing to have an amazing professional and personal experience in Lisbon/Athens?

We want YOU to be part of the team! Apply and we will tell you more about how to start or continue your career as a CUSTOMER SUPPORT SPECIALIST for one of the biggest and Top companies in Portugal.

BENEFITS:

- Competitive salary
- Career opportunities
- Accommodation paid
- Meal vouchers
- Reimbursement of your flight expenses
- Private health insurance
- Free Portuguese lessons
- Sports activities and much more!

Our client is a global leader and one of the biggest companies in Portugal. It is located where all the trendy companies are installed at the most beautiful view over Tagus River, creating an amazing atmosphere. Over the last years, they have been recognized as an excellent company to work for and one of the best customer services provider companies considered several times the best company to work for in Portugal by the Great Place to Work Institute and twice by Exame Magazine.

Your mission as a customer support agent is to offer the best quality service to their customers while working with prestigious worldwide brands.

Your ROLE:

Answer inbound calls and customer inquiries;

Answering phone inquiries and providing support and direction to customers and resolving customer service issues in a timely and empathetic manner;

To maintain accurate data input of consumer inquiries, questions, and feedback on the customer services database.

To troubleshoot through the use of open questions, support documents, and system training.

To be able to offer recommendations to common problems or frequently asked questions

REQUIREMENTS:

Fluency in German, French, Dutch, Nordic, Polish, Italian, Czech, Slovakian, Russian or Turkish (C2 Level or Native);

Good knowledge of English (B1 level);

Typing Speed: 20 words per minute;

Availability to work in rotating shifts;

Good computer skills;

Any kind of previous experience or contact with clients

Excellent communication skills;

Good listening and empathy skills;

Good time management skills

Team spirit and flexibility.