

## **CUSTOMER SUPPORT WITH ITALIAN**

**Lisbon, Portugal**

### **What you will be doing:**

Offer first-class tech support to clients after sales for various domestic appliance brands. Provide customer tech support via phone and email, serving as the client's first point of contact. Conduct initial diagnostics of client problems using 60 available processes. For more complex issues, escalate to the appropriate department. Continuously work on improving client satisfaction by being proactive during diagnostics, such as using YouTube tutorials for additional support. Communicate with customers by email or phone to provide product information, follow up on orders, handle minor repairs, and address complaints. Use three different software programs during the support process. Cross-selling skills are a plus.

### **We'll be a great match if you:**

Are fluent in Italian and English (B2)

Previous experience in Contact Centre or Customer Service (preferable)

### **What we offer you:**

Base salary 1000€

Monthly bonus: up to 100€

Monthly meal allowance 7.23€ (net)

Transport allowance: 20€ per month

Private Health Insurance since day one

Personal and career development programs and mentoring to develop skills

Possibility to participate in a growing multicultural environment

Possibility to work remotely in Portugal (you need to relocate to Portugal, or already be living in Portugal, to work remotely)

### **Relocation package:**

Reimbursement of airline ticket on the 6th month of the contract up to 400€ in Economy class

Apartment Room with rent of 280€ for 12 months (discounted directly from the payslip)

**Schedule:** Monday to Saturday (including bank holidays):

08:00 AM – 06:00 PM (Portuguese time)

Days Off: Sunday and 1 rotational day

**About the client:** Work in a diverse environment with people from over 75 nationalities. Benefit from our modern amenities, many discounts in local businesses, free medical appointments at the office, sports, and social responsibility activities, internal parties, and much more! We promote inter-company mobility to work at any of our sites around the world.

**Benefits of Portugal** Living in Portugal offers many advantages: a warm climate, the Atlantic Ocean, mountains nearby, a low crime rate, and a relatively low cost of living. Medicine and education are well developed here, and residents are offered tax exemptions. As most Portuguese people speak English, one does not need to be fluent in Portuguese to live there. Employers must also pay employees a meal allowance for each workday. Our client pays it through a particular card or ticket which makes the meal allowance tax-free. Sounds interesting? Do not hesitate to reach out and I'll help you further!