



**Position:** Customer Support Advisor – Spanish Speaker

**Location:** Lisbon, Portugal

**Webhelp** is a French multinational BPO company that is making business more human for the world's most exciting brands. By **choosing Webhelp** you will be part of a family of over 80,000 game-changers from more than 170 locations in 50 countries.

Join us at **Webhelp Portugal** and you will have the opportunity to be part of a multicultural team, a fast-paced environment and a diverse pool of engaging projects with some of the best B2C and B2B brands worldwide.

### **Main responsibilities:**

As a **Customer Support Advisor**, you will provide a warm and professional contact with each of our customer's client and solve with precision and efficiency emerging issues that customers may face. You will ensure excellent service standards and maintain high customer satisfaction while enjoying every day on the job.

You will:

- assist clients via inbound calls, chat or e-mail in the after-sales process by answering customer's inquiries and/or attending potential requests
- resolve product or service problems by clarifying the customer's complaints
- provide accurate, valid and complete information by using the right methods/tools
- give real-time, accurate information that empowers the customer to make decisions
- listen to the customer's unique situation and acknowledge their needs
- go beyond the customer's service expectations so they will remember and share their great experience

### **Required profile:**

- native or proficient in **Spanish (C2)**
- fluency in **English (B2)**
- excellent communication skills coupled with empathy and team spirit
- previous experience in Customer Service or as a sales representative is a plus
- for non-EU residents, it is mandatory to have a valid work permit

EURES mobility supports may be available if you apply to this vacancy. Please check [www.iefp.pt/eures](http://www.iefp.pt/eures) (TMS/YfEj)



### The company offers:

- competitive wages (14 monthly payments per year)
- meal allowance paid in voucher card (net)
- performance bonus
- additional bonuses according to the project
- health insurance (after 6 months contract)
- investment in training and personal development
- opportunity to professionally grow within the company (Team Leader, Quality Analyst positions, among others)
- **relocation package**: shared **accommodation** and **flight** reimbursement
- **possibility to Work from Home IF based in Lisbon \***

**How to apply:** please send your CV and motivations **in English** to [EURESjobsPT@iefp.pt](mailto:EURESjobsPT@iefp.pt) and in cc to [eures.grupomixto@sepe.es](mailto:eures.grupomixto@sepe.es)

*(make sure you have **Webhelp Portugal 589002281** in the e-mail Subject)*

**Further info:** on the company: <https://webhelp.com/pt-pt/>

on this job vacancy: please contact the EURES Adviser Sílvia Almeida at [EURESjobsPT@iefp.pt](mailto:EURESjobsPT@iefp.pt)

*\* Due to our contingency plan regarding COVID-19, you may be expected to **work from home** for a specific time.*

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