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
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 and in cc to eures.grupomixto@sepe.es

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


on this job vacancy: please contact the EURES Adviser Silvia Almeida at EURESjobsPT@iefp.pt

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