

**Position:** Italian Customer Support

**Location:** PORTUGAL, Lisbon

### **Lead, Learn & Grow. #SitelPortugal**

As a global leader in end-to-end customer experience (CX) products and solutions, **Sitel Group®** partners with the world's best-loved brands, from Fortune 500 companies to local startups, to design, build and deliver a competitive edge across all customer touchpoints.

With our award-winning culture built on 35+ years of industry-leading experience and commitment to improving the employee experience, we improve business results by pairing innovative design thinking and digital solutions – including self-service, artificial intelligence (AI), automation and data-driven analytics – with the expertise, emotion and empathy of our people to Create Connection. Value Conversation.

### **WE HAVE THE PERFECT OPPORTUNITY FOR YOU!**

#### **Main responsibilities:**

- Customer Support via email and phone
- Build a meaningful relationship, answering customers' questions in a courteous, friendly and professional manner
- Meet and exceed our customer service quality goals, compliance regulations and productivity targets

#### **Required profile:**

- Native or proficient level of Italian (C2)
- Advanced level of English, both verbal and written
- Strong communication skills

#### **The company offers:**

- Competitive wages and stability
- A friendly, innovative and technological organization
- Private healthcare insurance (after six months)
- Relocation package
- **Possibility to work from home IF you live in / relocate to Portugal**

***Come and work with us!*** *Sitel is a people-driven global company that delivers customer experience solutions to some of the world best brands. We believe experiences are everything and that happy associates are successful ones.*

**How to apply:** please send your CV and motivation **in English** to [EURESjobsPT@iefp.pt](mailto:EURESjobsPT@iefp.pt)  
**no later than September 30<sup>th</sup>** (include in the Subject **SITEL PT 589109740**)

#### **Further info:**

- on the company: [www.sitel.com](http://www.sitel.com)
- on this job vacancy: contact us at [EURESjobsPT@iefp.pt](mailto:EURESjobsPT@iefp.pt)

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