

Position: Spanish 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 (*inbound*) 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 Spanish (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 Mainland 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 cc to pcpmixto.eures@sepe.es **no later than September 30th**

*(make sure to include **SITEL Portugal 589109746** in the e-mail Subject)*

Further info:

- on the company: www.sitel.com
- on this job vacancy: contact us at EURESjobsPT@iefp.pt

EURES mobility supports may be available if you apply for this vacancy. Please check www.iefp.pt/eures