

**Position:** French Technical Advisor for Porsche  
**Location:** Portugal, Lisbon

### About the company: *SITEL introduces itself*

#### **Learn, lead & 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.*

#### **Come and work with us.**

***Do you want to work with a company that has strived to translate performance into speed – and success – in the most intelligent way possible?***

*Are you **French** native with strong **Arabic** communication skills?*

*Looking to make your career in a multicultural environment in sunny and happy **Lisbon**?*

***So we have the perfect opportunity for you!***

*Your future project: join our **French Customer Support** team.*

#### **Our client:**

*In the beginning, I looked around and could not find quite the car I dreamed of. So, I decided to build it myself - Ferry Porsche*

*This quote gets to the heart of everything that makes Porsche what it is. As a brand, as a company, and as an automotive manufacturer.*

### **The job:**

As a customer service specialist in this project, your daily responsibilities will include:

- Inbound support (e.g. technical assistance and advice on Smart Mobility and E-Performance Services for both customers and dealers, such as administration of customer accounts, registration or operating issues, charging network, parking services, Porsche Drive, etc.)
- Cross-sales (e.g. clarification of contract-related questions, extending subscriptions, etc.)
- Outbound support (e.g. related Smart Mobility or e-Performance Services)
- Case monitoring (Monitoring, handling and - if necessary – escalation of open cases)
- Response Card (e.g. handling of response cards, administration of opt.-ins and opt.-outs)
- Meet and exceed our service quality goals, compliance regulations and productivity targets
- Create amazing experience that people value and we are proud of
- Be responsible to follow the direction of management and provide feedback

### Required profile:

- Native or proficient level of **French** and **Arabic** (C2)
- Advanced level of **English** (at least C1) both verbal and written
- No employment termination due to just cause in work history
- Knowledgeable in Windows-based and Microsoft Office Applications
- Secure handling of IT systems
- Strong communication skills – with excellent phone conversation skills, attentive listening and superior writing skills
- High passion for automotive topics and digital technologies
- Make empowerment business decisions with little guidance
- Demonstrate out of the box thinking in order to resolve customer concerns
- Proficient documentation and note-taking; must be able to clearly document information
- Maintain a clear understanding of policy and procedures and warranty coverage
- Understand the geography of the respective markets working for and being able to identify regions and provinces
- High-speed internet access and appropriate conditions for remote work
- **Must hold EU citizenship or valid work permit for Portugal**
- **Be a local candidate (= living already in Portugal and having a Portuguese Fiscal Number Card) or willing to relocate to sunny Lisbon, Portugal**

### Background:

- Experience in the customer service/ call center industry is preferred
- 1-year working experience within technical areas; or 1-year working experience within automotive OEM customer service; or 3 years working experience within premium customer service with an affinity for technical/automotive topics at the same time
- Experience with Luxury Brands and Customer Relationship Management Systems (CRM)

### The company offers:

- Competitive wages and stability (Gross salary: 800€ x month x 14 months x year + meal allowance - 7,17€/worked day) + Language Bonus + other bonus/complements.
- Relocation Package: 285€ x 3 initial months for accommodation + 200€ for travel costs
- Private healthcare & dental insurance (after six months of employment)
- Continuous learning/development opportunities and competitive career opportunities
- A safe, friendly, creative, innovative and technological organization
- International and multicultural environment (celebrations, our SitelFit wellness program, initiatives to develop your skills and events to increase the team spirit)

**How to apply:** please send your CV and motivations, in English, to [EURESjobsPT@iefp.pt](mailto:EURESjobsPT@iefp.pt)  
(make sure you have **Sitel 589013452** in the e-mail subject)

**Further info:** on the company [website](#)

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

***Come and work with Sitel!***

*Build meaningful relationship, answering customers questions  
in a courteous, friendly and professional manner*

*Meet and exceed Sitel's customer service quality goals,  
compliance regulations and productivity targets*

*Be bold. Be you. **Apply today!***

*Our success lies in our diversity, and our differences are our strength.*

*We are an equal opportunity company and we value and respect diversity.*

*You choose where you want to go; we help you get there!*

**COVID19 pandemics:** when planning your trip to Portugal,  
please check travelling restrictions (on permanent update) @ <https://reopen.europa.eu/>

Don't hesitate to [get back to us](#) should you have any further queries