Position: Spanish Customer Advisor for Abbott
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 contribute to healthcare and well-being around the world?**

Are you **Spanish** native or fluent with strong **English** 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 **Spanish Customer Support** team.

*Our client – Abbott – creates breakthrough products – in diagnostics, medical devices, nutrition and branded generic pharmaceuticals – that help people lead healthier lives, full of unlimited possibilities.*

**The job:**

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

- Provide first contact resolutions to customer queries regarding Freestyle Libre and other glucose meter devices
- Offer specialized customer support through written and phone communication
- Provide information regarding purchasing procedures, orders’ tracking, and deliveries
- Build 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
- Create amazing customer experience that people value and we are proud of
- Be responsible to follow the direction of management and provide feedback

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) (no cumulative with those from the employer)
Required profile:

- Native or proficient level of Spanish (C2)
- Intermediate level of English (at least B2) both verbal and written
- Strong communication skills – with excellent phone conversation skills, attentive listening and superior writing skills
- Analytical and problem solving skills with strong attention to detail
- Desire to learn and advance, be a curious investigator and problem solver
- 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

The company offers:

- Competitive wages and stability (Gross salary: 800€ x month x 14 months x year) + 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 and in cc eures.grupomixto@sepe.es

(make sure you have Sitel 589013451 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

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

Don’t hesitate to get back to us should you have any further queries

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IEFP Ref. 589013451 (April 2021)