

**Position:** Spanish Customer Advisor for Tech Company

**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.**

Are you a tech enthusiastic and would like to work with a global leader tech company?

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** is a renowned tech company, a global leader in providing innovative solutions and technologies that help customers worldwide.

### **The job:**

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

- Being part of a team specialized in troubleshooting and solving customer queries through phone and email
- Solve with precision and efficiency emerging issues that customers may face
- Find solutions and optimize the customer's technical knowledge
- 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 **Spanish (C2)**
- Advanced level of English (at least C1) 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, in Portugal
- **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](mailto:EURESjobsPT@iefp.pt) and in cc [eures.grupomixto@sepe.es](mailto: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](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. 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

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 employer)