

**Position:** Spanish + Portuguese 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.*

#### **About 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. From day one, Porsche has strived to translate performance into speed – and success – in the most intelligent way possible. This also applies to Porsche's Customer Interaction Centers - the front office for Porsche customers and prospects as well as Porsche dealers worldwide.*

### 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 **Spanish** and **Portuguese** (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
- 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 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, 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