Position: German Advisor for Worldwide Financial Services
Location: Portugal, Lisbon

About the company: SITEL introduces itself

Learn, lead & grow. #SitelPortugal

Sitel is a people-driven global company that delivers Customer Experience solutions to some of the world’s best brands. We believe experiences are everything, and that happy associates are successful ones. That’s why we give our people the tools and the freedom to learn, grow, have fun and be themselves.

Our client is a worldwide renowned American financial company and one of the most respected brands around the world.

The job:

- Offer solutions to customers that need assistance with financial and credit card services
- Provide customer service through phone communication
- Enrich customer experience by listening attentively to their needs and concerns, aiming for first call resolution when possible
- Build meaningful relationships, answering customers questions in a courteous, friendly, and professional manner
- Meet and exceed quality goals, compliance regulations and productivity targets

Required profile:

- Native level of German
- Strong interpersonal, communication and listening skills
- English as a second language is a plus
- Analytical and problem solving skills with strong attention to detail
- Display a passion to serve by delivering extraordinary service in every interaction with customers
- Curious investigators, problem solvers, and good listeners
- Confidence to position and sell products or services
- For non-EU applicants, a valid work permit is required

EURES mobility supports may be available if you apply to this vacancy. Please check www.iefp.pt/eures (TMS/YfEj)
The company offers:

- Competitive wages
- 40 hours/week (between 8 am – 7 pm, Monday to Friday)
- Employee discounts
- Private healthcare & dental insurance (after 6 months of employment)
- Fun and engaging company-wide initiatives, like our SitelFit wellness program

Additional details:

Due to the ongoing pandemic, you might start the project remotely (provided you are in / come to Portugal and have a Portuguese Fiscal Number / Card), and in the future move to Sitel offices.

Stay safe! Sitel is supporting work from your home, in Portugal!

While working remotely the requirements are the following:

- High-speed Internet Service with a basic landline telephone service
- Operating System - Windows 10
- Web Browser - Google Chrome 23 or higher, Mozilla Firefox 3 or higher, Microsoft IE 10.0 or Higher
- Ethernet Port available
- Please use the speedtest to check your internet:
  - PING 100 ms maximum
  - DOWNLOAD 5.0 Mbps minimum
  - UPLOAD 3.0 Mbps minimum

How to apply: please send your CV and motivations, in English, to EURESjobsPT@iefp.pt (make sure you have Sitel 589013461 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

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

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

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