**Position:** Porsche - German Technical Advisor  
**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.*

**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. They are offering support for exclusive services, such as Sales & After Sales, digitalization, and E-Performance services via multiple contact channels.

**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](http://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 six 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 Dâlia Dantas at EURESjobsPT@iefp.pt

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**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/](https://reopen.europa.eu/)

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

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