

Position: Italian Customer Advisor

Location: Portugal, Lisbon

About the company: SITES 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 an outstanding customer representative service?

Are you **Italian** 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 **Italian Customer Support** team.

Do you prefer to work with the clients of one of the world's leading airlines or in a sports streaming platform or with clients of other world's best-loved brands?

The job:

As a customer advisor specialist your daily responsibilities will include:

- Provide first contact resolutions to customer queries
- Offer specialized customer support through written and phone communication
- 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

Required profile:

- Native or proficient level of **Italian (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
- **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 (800 euros x month; 14 monthly payments per year + bonus and benefits)
- Paid professional training.
- Continuous learning/development opportunities and competitive career opportunities
- Private healthcare & dental insurance (after six months of employment)
- A safe, friendly, creative, innovative and technological organization
- Employee discounts
- Fun and engaging company-wide initiatives, including our SitelFit wellness program
- Excellent work culture

Further info: on the company [website](#)

on this job vacancy: please contact the EURES Adviser Dália Dantas at EURESjobsPT@iefp.pt

How to apply: please send your CV and motivations, in English, to EURESjobsPT@iefp.pt
(make sure you have **Sitel 589013458** in the e-mail subject)

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 (TMS/YFEj)