

DATE: 17.04.2019

***JOB – ASSISTENTE CUSTOMER CARE M/F - GERMAN SPEAKER –
MULTIPESSOAL - LISBON***

Reference Ad: GIP/ April 2019 - 0062

DEADLINE FOR APPLICATION: Always recruiting.

If you are a fluent German speaker aimed for supporting customers in an efficient way, join MULTIPESSOAL to be the company where you can develop your talent in a high-energy multicultural environment, and deliver high-quality service across multiple platforms (email, phone, and chat).

It will boost your knowledge in worldwide leading brands' strategy, customer behavior, and market knowledge for life.

ASSISTENTE CUSTOMER CARE - GERMAN SPEAKER (M/F)

THE ROLE:

- *Independent processing of incoming telephone and written customer inquiries;*
- *Support of existing and new customers on services and product offerings;*
- *Telephone and written order acceptance and processing;*
- *Documentation and maintenance of the customer database;*
- *Complaint treatments.*

**KEY REQUIREMENTS:**

- *Customer Service experience (at least 1 year in a call center or helpdesk position);*
- *Secure PC handling and high technical affinity;*
- *Experience to deal with demanding customers/ complaint handling;*
- *A good communicator with excellent verbal and written use of their native and English language;*
- *Excellent level of spoken + written German;*
- *Trust and Passionate people, able to Inspire others and Add value showing Empathy;*
- *Good time management skills and organized with attention to details;*
- *Able to pick up new technology quickly or with IT skills from the previous role would be beneficial;*
- *Take responsibility to ensure expectations are exceeded;*
- *Enjoy offering exceptional customer service;*
- *Team Player;*
- *Rational and analytical thinking;*
- *Able to manage own time and work towards set agreed targets independently.*

THE OFFER:

- *Competitive salary (14 monthly payments per year);*
- *Language bonus (14 monthly payments per year);*
- *Monthly performance bonus and welcome bonus;*
- *Monthly meal allowance;*
- *Relocation Package (travel + 3 accommodation months);*

- *Helps to find accommodation in Lisbon;*
- *On-site kitchen, fresh fruit twice per week, and vending machines with employee discount;*
- *Private Healthcare + Dental insurance (after 6 months);*
- *Initial training fully paid by them and included in the contract.*

ADDITIONAL INFORMATION:

- *Interested parties should send an e-mail to gip@autonoma.pt, indicating in the subject the ad reference, full name and student number, attaching the detailed curriculum vitae (preferably European model) with passport photograph.*
- *Only applications from UAL students will be considered.*

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