

Customer Support in Athens – ITALIAN MARKET

Number of positions available: 60

Deadline for applications: August

Starting dates: During May, June, July, August

Contract: 12 months contract with the possibility to renew the contract after 12 months

Our client

Our client is a global leader in outsourcing, providing customer acquisition management, customer care, technical support, debt collection, and social media services. They operate in 88 countries, serving 170 markets, and have 420.000 employees worldwide. You will be part of an extremely driven team in awesome Greece!

Job Description

As a Customer Support Agent, your role is, together with your team, to handle customer issues in a friendly, effective, and professional manner via e-mail, chat, and phone.

Be creative, friendly, and solution-oriented with customers and colleagues.

Understand the need to meet expectations, rise above them, and go that extra mile for customers.

Show a flexible approach working in a changing and fast-growing environment.

Work with some of the world's most respected brand.

Requirements:

Being fluent (C2 level) in the Italian language

Good knowledge of English (B1-B2 level) required

Computer skills (basic skills mandatory, advanced skills like coding preferential)

Good analytic skills and logical thinking

Excellent communication skills: verbal, written, listening skills

Proactive and quick learner, able to adapt to continuously evolving needs to help clients grow their business on the advertising platform

Ability to multitask and work under pressure

EU citizenship or work permit for Portugal

Working hours: Full-time job, 8h/day, 40h/week (rotating shifts, weekends can include)

Salary: Monthly gross salary: 1045 €

Monthly Performance Bonus up to: up to 10% of monthly salary.

+ two extra salaries per year

What we offer:

Complete relocation support (flight ticket to Greece, 2-weeks hotel accommodation, pick-up at the airport, assistance finding an apartment, real estate fee covered by the client),

Private Health Insurance

Numerous benefits and discounts for products and services in Greece

Full training by certified instructors

Professional growth & development opportunities

Free online Greek language courses

Special HR team organizing monthly activities such as events, sports tournaments, parties & trips

Why move to Greece? Greece has an enviable history and culture, climate, and cuisine – and yet, the cost of living is among the lowest in Europe.

Along with the great food and cheap cost of living, the quality of life in Athens is very high. The city is safe compared to many major cities in Europe and much more peaceful. Aside from the city's historical influence, the city boasts a large commercial area home to many big-name brands. For many expats looking to move abroad to a vibrant city, Athens is the perfect choice!

