

**Position:** Sitel – Italian Advisor for Customer Support

**Location:** Portugal, Lisbon

### About the company – The company presents itself:

*"Welcome to #SitelPortugal*

*Sitel is a global people-driven company that delivers Customer Experiences to the world's best brands. Our commitment is to provide the best environment for our Associates and allow them to grow and contribute to success.*

*Join our incredible family! Be part of a multi-cultural team specialized in delivering world-class customer service to some of the most notorious brands in the world.*

*We are proud to support a huge portfolio of clients - **Airbnb, Nikon, Abbott, Ecolab, Vivino, Porsche and many other great brands that fit your profile.***

### The job:

- Dealing with client's queries through chat and email, ensuring the best quality service
- You will enrich your experience with valuable skills and knowledge in the latest technologies
- Internal growing opportunities based on performance
- We are implementing remote work for local candidates and giving the possibility to be in our sites in the future - Stay safe, Sitel is supporting work from home!

### Required profile:

- Native/ advanced level of Italian (C2)
- English as a 2nd language will be a plus
- For non-EU applicants, a valid work permit is required
- For local applicants in remote work:

Remote work requires a high-speed Internet Service with a basic landline telephone service

- Operating System - Windows 10
- Web Browser – minimum version Google Chrome 23/ Mozilla Firefox 3/ Microsoft IE 10.0
- 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

### The company offers:

- Competitive wages (14 monthly payments per year + bonus and benefits)
- 40 hours/ week (rotating shifts depending on the Project)
- Employee discounts
- Private healthcare & dental insurance (after six months of employment)
- Fun and engaging company-wide initiatives; like our SitelFit wellness program

**How to apply:** please send your CV and motivations, in English, to [EURESjobsPT@iefp.pt](mailto:EURESjobsPT@iefp.pt)  
(make sure you have "DL Flag EURES - SITEL 588971981" in the e-mail subject)

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

on this job vacancy: please contact the Recruitment Team at [jobs.portugal@sitel.com](mailto:jobs.portugal@sitel.com) or EURES Adviser at [lisboa.eures@iefp.pt](mailto:lisboa.eures@iefp.pt)

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)