**Italian/French/German Customer Care**

As a result of the merger of Switzerland's leading gigabit fiber optic cable network and one of the best mobile networks in the world, Sunrise UPC has a vision on becoming a National Champion!  
Sunrise UPC, is growing and its Customer service expanded now to Portugal!

Customer Consultant Italian, French or German (f/m/d) 100% - Lisbon, Portugal

As a Customer Consultant you will be:

* + Handling inbound Customer calls is your main task
  + Managing and analyzing all technical related queries concerning fixed lines, internet, Sunrise TV, and handling complaints
  + Providing information and giving support to Customers to ensure their long-term loyalty and commitment to our company
  + Giving recommendations and advice regarding our company’s products and services to our Customers
  + Generating value-added to our customers by offering better solutions based on their needs
  + Communication efficiently with our customers exceeding their expectations whilst guaranteeing quality standards set by Sunrise

Skillset of preferred candidate:

* + Call center work experience (preferable)
  + Languages: Italian(native) or French(native) or German(native) and English (preferable)
  + Commitment to Excellence
  + Strong Customer focus
  + Flexibility and resilience
  + Excellent communication skills
  + Autonomous and precise work ethic
  + Punctual and with time-management skills
  + User knowledge of word, excel, outlook, teams, google drive

**Our offer:**  
In addition to our new «Flex Work» working model, we offer you above-market social benefits.

* Above Market Gross Salary (14 monthly payments per year)
* Attractive performance bonus linked to KPI’s
* Meal allowance
* Flex work allowance
* Private Health insurance
* Hybrid model Work from home/office
* Free coffee at the office

If you bring your Passion for **Customer Care** you will certainly find a company with sustainable growth prospects. Our vision is possible with your support!

Joana Menezes,

Sunrise Portugal

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