**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

joana.menezes@sunrise.net