**Italian/French/German Team Leader**

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 is growing and its Customer service expanded to Portugal!

Team Leader Italian or French (f/m/d) 100% - Lisbon, Portugal

As a Team Leader, you will:

* + Supervise, monitoring and develop a team of Customer Consultant
  + Guarantee the continuous monitoring and improvement of the KPI's project by identifying performance gaps, analyzing root causes and develop strategies to improve results of the team.
  + Lead a team of customer consultant to success by creating an inspiring customer service environment focused on quality and achieving high-level performance.
  + Create an inspiring team environment with an open communication culture
  + Have a unique opportunity to start working in a consolidated market where you can directly contribute to the company’s fast-paced growth

Our ideal candidate:

* + Native or Proficient in Italian or French (C2)
  + Proficiency in English (C1/C2)
  + Experienced in management/call center industry
  + People and result oriented
  + In-depth knowledge of performance metrics (KPI’s)
  + Good IT skills, especially on MS Excel
  + Excellent communication and leadership skills
  + Organizational and time-management skills
  + Experience in telecommunications will be highly valued

At Sunrise, you will work in a dynamic and international environment where your commitment will make great achievements possible, and you have a wide range of opportunities for further development. In addition to our new «Flex Work» working model, we offer you above-average social benefits and attractive product advantages from the Sunrise range.

* Competitive wage (14 monthly payments per year)
* Attractive performance bonus
* Transportation and meal allowance
* Private Health insurance
* Hybrid model Work from home/office
* Free coffee/tea

If you bring your passion for leading people and that you are willing to find a stable company in strong growth, we’re certain that together we can achieve great goals.  
Stop searching for a fulfilling job... It's here!

Joana Menezes,  
Sunrise Portugal  
[joana.menezes@sunrise.net](mailto:joana.menezes@sunrise.net?subject=Team%20Leader%20Italian%20(f/m)%20100%25%20-%20Lisbon,%20Portugal)