



Mentoris Recruitment

ITALIAN SPEAKER CUSTOMER CARE ADVISORS

ATHENS. GREECE

Our client is a Multinational Outsourcing Company and a worldwide leader in Customer Care services. Located close to the sunny centre of Athens, Greece, their facilities are well equipped with a really high level of standards, providing all what is needed from their employees so as to make their everyday life easier.

Our client's values of Professionalism, Commitment, Respect, Innovation and Integrity transform the working environment in the perfect place for someone who wishes to be a part of a well-known International Outsourcing Company. Furthermore, our client's principles contribute in maintaining successful long term cooperation with their customers.

ABOUT ATHENS. GREECE

Athens is a beautiful city to live in, it has a lot to offer to its visitors and the cost of living is lower than a lot of other European Countries.

ITALIAN SPEAKERS REQUIRED

As an international Company, our client is currently looking for Italian speakers to join their international team. The ideal candidate should have very good PC skills, great interest in new technologies.

WHAT THEY OFFER

- International, multicultural modern working environment.
- Career development opportunities.
- Extra Payment for Overtime, Sundays and Greek Holidays (75 %).
- Extra Payment for night shifts (25%).
- Bonus for referring new colleagues.
- Monthly performance Bonus.
- Special Discounts and Offers for all employees.
- Paid training using the latest technology.
- Ongoing IT and Soft skills training provided by our specialists keeping you updated.
- 2 Extra salaries per year (Christmas / Easter- Summer.)
- Casual dress code.
- In-House doctor and examination center.

- Free Greek courses.
- Employee Relations team to help new hires integrate in the Greek lifestyle and culture.
- Interactive activities within a fun team: team-building, excursions, themed parties, sport events, talent pageants etc.

JOB DESCRIPTION. YOU WILL BE ASK TO:

- Interact with others effectively.
- Be comfortable with phone support and in exchanging Emails with clients.
- Receive inbound calls, Emails and Chats from existing consumers requiring product support in both Italian and English.
- Maintain, analyze, troubleshoot and attempt repair of all products.
- Investigate errors and problems
- Performe root cause analysis in effort to provide permanent resolutions.
- Ensure that call returns to clients are completed in a timely fashion (per commitments) and consumer issues are resolved.
- Communicate clearly with all consumers.
- Manage effectively and efficiently, length of calls ensuring minimum consumer inconvenience.

SKILLS REQUIRED

- Fluent in both Italian and English (both written and oral skills)
- Strong communication and phone skills.
- Strong PC skills and familiarity with new technologies and smartphones.
- Ability to handle demanding clients and stressful situations
- Willingness to work in a fast paced environment

SALARY

- Excellent Salary
- Great relocation package: Airplane Tickets/ Transportation from Airport/2 Weeks Free Accommodation.
- VISA Support
- Should be willing to relocate to Athens, Greece in a few weeks notice.

SEND US YOUR CV

If the above job description fits your profile, please do not hesitate to send us you CV in English or Italian at cv@mentorisrecruitment.com. Alternatively, call us on: +46 381 77 3008.