



EURES – Vacancy form

Employer

Employer's name	Teleperformance Greece
Address	Pireos 222 - Athens GR17778
Telephone number	0030 210 94 90 500
Fax number	
Contact person	Diana Fagoudi
E-mail	dfagoudi@teleperformance.com
Website	

Description of the company

Some of the world's most famous brands trust Teleperformance Greece to offer excellent customer care, sales & technical support services, as well as content moderation for Social Media. Netflix, Canon, Volkswagen and Audi are just some of the brands that collaborate with us to ensure superior customer experience.

Our company is home to a big multicultural family of 8,700 employees from 109 nationalities. Our people provide customer service, technical support, sales, gaming support and social media content moderation services for the world's largest brands, such as Microsoft, Canon, Audi, VW, etc.

Teleperformance Greece is awarded as Best Workplace in Greece and as the Best Multilingual Omnichannel Contact Center in Europe!

We offer complete training by certified instructors as well as many career development opportunities, so this is a unique chance to advance your career!

Job title:	Customer Support roles at Teleperformance Greece
Number of posts:	20
Job description (detailed):	Our customer support representatives deliver world-class customer experience to the customers of the world's leading companies. Depending on the team they join, successful candidates will be assisting customers with any issues they may be facing concerning products or services, respond to billing, purchases, pricing and product inquiries, order status, tracking inquiries, order cancellations, money transfers, social media content moderation, advertisements classification, troubleshoot streaming and content issues, etc. There are plenty of customer support roles in our clients' teams, which provide many opportunities for career advancement.
Education:	Minimum requirements: High School degree
Skills:	<ul style="list-style-type: none">• Native or near-native level in <u>Italian</u>• Good communication skills in English (B2+ level)• Exceptional communication & soft skills, as well as problem-solving skills• Computer knowledge/tech savviness• Resourceful, able in multitasking• Willing and able to adapt to changes• Able to work independently and as a member of a team

Knowledge of Language	<p>Italian language: C2+/Native</p> <p>English language: B2/ Intermediate</p>
Working hours and place of work	<ul style="list-style-type: none"> • 8 hours per day • 5 days per week
Contract type:	Renewing fixed-term contract
Experience:	No previous working experience needed
Start date (and, if necessary, end date)	
Salary (specify if it is net or gross)	
Other information (accommodation support, relocation package, bonuses...)	<ul style="list-style-type: none"> • Complete relocation support (flight ticket to Greece, 2-week hotel accommodation, assistance in finding an apartment, real estate fee covered by our company), when applicable • Training by certified instructors • Competitive monthly salary + 2 extra salaries per year • Numerous benefits and discounts • Professional growth & development opportunities • Free Greek language courses • State-of-the-art premises, providing a great working environment with relaxing break areas • Special events as well as community & social responsibility initiatives

Application

Last date of application	
How to apply?	<ul style="list-style-type: none"> • Email: dfagoudi@teleperformance.com and cc eures@regione.toscana.it
Contact person/ telephone number	Diana Fagoudi
E-mail	dfagoudi@teleperformance.com
Other information	