

Možnosti za zaposlitev v Grčiji

Objavljeno: 19.6.2020

Rok za prijavo: podaljšan do 31.3.2021

Naziv delovnega mesta:

USLUŽBENEC/USLUŽBENKA V CENTRU ZA POMOČ UPORABNIKOM

Število delavcev: več prostih mest

Naziv podjetja in kontaktni podatki:

Teleperformance Greece
Pireos 222 - Athens GR17778

Opis del in nalog:

Teleperformance Greece je podjetje, ki izvaja storitve na 140 tržiščih, v 40 jezikih in zaposluje več kot 8700 ljudi 109 narodnosti. Poslujejo iz šestih centrov v Atenah, dveh v Solunu in dveh na Kitajskem.

Netflix, Canon, Volkswagen in Audi so samo nekateri od njihovih naročnikov, ki računajo na podjetje, da njihovim strankam zagotavljajo odlično uporabniško izkušnjo. Zdaj iščejo tudi osebe, katerih materni jezik je slovenščina.

Delovne naloge obsegajo pomoč strankam v primeru težav s produkti ali storitvami in odgovarjanje na vprašanja strank v zvezi z računi, nakupi, cenami, produkti, statusi naročil, sledenjem pošilk, odpovedmi naročil, nakazili, oglaševanjem, upravljanjem vsebin na socialnih omrežjih. V delovnih skupinah naročniških podjetij so na voljo različne naloge iz navedenih področij.

Pogoji za prijavo (izobrazba, veščine, delovne izkušnje):

- Spričevalo o uspešno zaključenem srednješolskem izobraževanju.
- Odlično znanje slovenskega jezika in dobro znanje angleškega jezika (od stopnje B2 naprej).
- Odličnost pri komuniciranju, veščine reševanja težav.
- Spretnost pri uporabi računalnika in modernih tehnologij.
- Iznajdljivost in zmožnost vzporednega opravljanja več nalog (multitasking).
- Pripravljenost in zmožnost prilagoditve spremembam.
- Zmožnost samostojnega in skupinskega dela.

Pogodba o zaposlitvi in plačilo:

Prva pogodba o zaposlitvi je za polni delovni čas, za določen čas treh mesecev, potem se je možno dogovoriti za novo pogodbo. Podjetje si želi dolgoročnega sodelovanja z zaposlenimi. Bruto mesečno plačilo je nad 1000 EUR, se pa nekoliko razlikujejo, odvisno



od projekta in jezika, tako da je okvirno plačilo med 1000 in 1100 EUR bruto mesečno, plus dodatki. Dve dodatni plači na leto.

Drugi podatki o delovnem mestu:

Pomoč pri selitvi (letalska vozovnica do Grčije, 2-tedenska nastanitev v hotelu, pomoč pri iskanju stanovanja, krit strošek nepremičninske agencije). Usposabljanje za delo izvajajo posebej usposobljeni učitelji. Številne ugodnosti in popusti. Priložnosti za poklicni razvoj. Brezplačni tečaji grščine. Moderni prostori, ki nudijo odlično delovno okolje, s prostori za oddih. Posebni dogodki in pobude za razvijanje skupnosti in družbene odgovornosti. Delo se opravlja v Atenah. Na teden se dela 40 ur, po 8 ur na dan in 5 dni na teden.

Informacije in prijava:

Prijavo na delovno mesto pošljite preko e-pošte. Prijave sprejema Diana Fagoudi, e-naslov: dfagoudi@teleperformance.com. Gospa je tudi kontaktna oseba podjetja za vaša vprašanja. Prijavo, prosimo, pošljite v vednost tudi svetovalcu EURES, Blažu Finžgarju na: blaz.finzgar@ess.gov.si.

Dodatne informacije:

Na strani Zavoda RS za zaposlovanje se za dodatne informacije lahko obrnete na svetovalca EURES, Blaža Finžgarja, blaz.finzgar@ess.gov.si, 01/ 330 81 99.



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>Slovenian</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	Slovenian language: C2+/Native English language: B2/ Intermediate
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
Contact person/ telephone number	Diana Fagoudi
E-mail	dfagoudi@teleperformance.com
Other information	

18.6.2020

Hi, Stefanos,
thanks for sharing this interesting job offer.

1.) Could you specify the salary? Is there a legally defined minimum monthly salary in Greece? What is the minimum salary employees can expect in this position? I would really like to add in the advertisement some more information on this topic.

2.) What is the duration of the first fixed-term contract and does the company plan to employ long term?

Best regards from Slovenia, Blaž

Also, how long is the offer open? Can you write to me so that we can talk directly about this ad?
blaz.finzgar@ess.gov.si

Dear Blaž,

thank you for your reply.

To answer to your questions ...

1. The salaries are more than 1000 euros gross but they vary according to the language and project. It's not safe to set one fixed amount. A range could be like 1000-1100 gross plus bonuses.
2. The duration of the first fixed-term contract is 3 months and it is renewable upon agreement. The company is definitely positive on long-term employment.
3. The offer is open and will remain open because the demand is ongoing.

I hope the above are satisfactory.

Feel free to contact me for any additional information.

Kind regards,

Stefanos PALLAS (Mr)

Head of National Coordination Office EURES Greece

Tel. +302431039915





Zavod Republike Slovenije
za zaposlovanje



REPUBLIKA SLOVENIJA
MINISTRSTVO ZA DELO, DRUŽINO,
SOCIALNE ZADEVE IN ENAKE MOŽNOSTI