

ENGLISH, FRENCH, GERMAN, ITALIAN AND POLISH TELEPHONE CUSTOMER CARE ADVISOR (Valencia)

COMPANY OVERVIEW

Company Name: Assist CRM Spain SL

Address: Plaza del ayuntamiento 29, 1º izquierda

E-mail: hr.valencia@assistdigital.com

Website: <https://assistdigital.com/>

Company Activity: Call centre activities

Brief Company Description: Leading Customer Experience (CX) management company. We offer end-to-end services combining human intelligence and artificial intelligence to drive our clients' business performance.

POSITION DETAILS

Occupation: TELEPHONE CUSTOMER CARE ADVISOR - CONNECTED SERVICES

Number of Vacancies: 18 English, 30 French, 26 German, 33 Italian and 4 Polish

Full Job Description: We are looking for professionals to provide telephone support to customers using connected vehicle services, ensuring a clear, empathetic and effective experience. The advisor identifies the customer's needs, performs first-line troubleshooting, accurately records the case and, where necessary, ensures escalation and follow-up through to resolution.

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KEY RESPONSIBILITIES

- Handle inbound calls and, where required by the process, make outbound calls to customers
- Support customers with the activation and use of connected services, including accounts, login, vehicle-to-app pairing, digital features and available services.
- Carry out first-line troubleshooting by following procedures, scripts and the knowledge base, guiding the customer step by step.
- Gather all information required for diagnosis, including vehicle and device details, a description of the issue, error messages and checks already completed.
- Create, update and close cases in the CRM, documenting every customer contact, action and outcome fully and accurately.
- Escalate technical or complex cases to the back office or relevant teams, monitor their progress and keep the customer informed until closure.
- Handle complaints and critical situations with active listening, composure and a solution-focused approach, safeguarding customer satisfaction and the brand's reputation.
- Comply with quality standards, service levels, operating procedures, confidentiality requirements and data protection rules.
- Work closely with the Team Leader and the Quality and Training teams, reporting recurring issues and contributing to the continuous improvement of the service.
- Collaborate with the dealer network and internal stakeholders.

REQUIREMENTS

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Skills and Competences: At least one year of experience in telephone customer care, a contact centre, a help desk or first-line technical support; experience in the automotive sector, at a dealership or in a back-office role would also be advantageous.

Operational knowledge of Spanish would be an advantage; knowledge of another European language would be an additional asset.

Familiarity with contact centre KPIs such as quality, First Contact Resolution (FCR), Customer Satisfaction (CSAT), handling times and SLA compliance.

Previous experience in the automotive industry is a plus

Experience: 1 year

Education and Qualifications: Upper secondary school diploma or equivalent qualification, preferably in a technical or technology-related field.

Languages: English (native speaker level), French (native speaker level), German (native speaker level), Italian (native speaker level) or Polish (native speaker level) and English (B2 level)

EMPLOYMENT PACKAGE

Salary: From 18.665,40€ - 23.000€ Gross per year

Job Location: Valencia, Spain

Type of Contract: Permanent Contract

Full-time/Part-time: Full time

Hours per Week: 39h

Does the company provide or assist with (e.g. accommodation expenses, interview expenses, travel costs or other relocation-related expenses)? Training included in the hiring package, 1-week duration (technical training). The company offers advice and contacts with real estate firms regarding housing prices.

HOW TO APPLY:

Send your CV to: eures_alicante@gva.es

Copy to (CC): eures_valencia@gva.es

Subject: ENGLISH, FRENCH, GERMAN, ITALIAN AND POLISH TELEPHONE CUSTOMER CARE ADVISOR

IMMEDIATE START

APPLICATION DEADLINE: 13th December 2026

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