

SERVICE CENTER AGENT – GERMAN SPEAKER

Location: Boavista, Area metropolitana de Oporto (Portugal)

Number of positions: 5

Full job description:

[Lufthansa Ground Services Portugal](#) (LGSP) is a Portuguese company based in Porto with over 260 employees spread across Porto, Lisbon and Faro. The company is recruiting German Speakers for an onsite-based **Service Center Agent**.

Main tasks:

- Full remote ticketing services
- Passengers care in voluntary and irregularity situations
- Station supported
- Project implementation backing and contact centre

Required profile:

- Intermediate / advanced level of German (min. B1, ideally C1 / C2)
- Fluency in English
- Experience in similar fields (*preferred*)
- Degree in Tourism, Languages and Literatures, or similar (*a plus*)
- Focus on problem solving
- Interest in acquiring new technical knowledge in the field
- Availability to work in rotating shifts
- Excellent communication skills

The company offers:

- Specialized training in the area
- Career development opportunities
- Night work allowance (22:00-07:00): +25% per hour
- Meal allowance(s) according to daily worked shifts:
lunch / dinner EUR 8.80, supper EUR 6.62, breakfast EUR 3.30
- Transport allowance: depending on distance between residence and office (*minimum*: EUR 4.50, *maximum*: EUR 14.50 per worked day in night shifts - 22:00-07:00)
- Life & health insurance (after 12 months)
- Retirement Savings Plan (after 24 months)
- Air travelling benefits on most IATA airlines (e.g. Portugal – Brazil roundtrip: EUR 145)
- Extra benefits: fruit, gym classes, German lessons, possibility of annual bonus

Working conditions:

- Fulltime position: 40 hours per week
- Contract duration: open-ended contract
- Salary: Starting annual Gross Salary (14 months): EUR 14,070 / year

How to apply: send an e-mail **ASAP** with your motivation and attached **CV** (in German / English) to EURESjobsPT@iefp.pt with copy to: recrutamento@lufthansa-lgsp.com and pcpmixto.eures@sepe.es (please include in the **Subject**: LGSP German).

Starting date: Flexible dates (as soon as possible)

Closing date: 31-12-23

AYUDAS EURES A LA MOVILIDAD LABORAL

Infórmate de las ayudas económicas para acudir a la entrevista y/o para el posterior traslado al país de destino si resultas contratado.

Requisitos y trámites a seguir en: Planes específicos de movilidad de EURES en los que participa España (Targeted Mobility Scheme)

<https://www.sepe.es/HomeSepe/Personas/encontrar-trabajo/empleo-europa/tu-primer-empleo-eures.html>

Para más información contacta con el/la Consejero/a EURES de tu provincia:

<https://www.sepe.es/HomeSepe/Personas/encontrar-trabajo/empleo-europa/consejeros.html>