

Randstad is recruiting for a big client, an important multinational consultant company that having the goal to expand his business in the Portugal market.

### **Job opportunity:** Customer Service Assistant - BackOffice environment

Customer service individual focused on SMB customer base of a Fortune 500 company. Success in this position requires exceptional customer service skills, and desire to apply problem solving skills; ability to thrive in a dynamic, team-focused environment; and a passion for helping others achieve results.

### **Requirements:**

- Providing support to small and medium-sized businesses (SMBs) based in EMEA through different channels - chat, email and phone;
- Providing product and tool support to improve the overall experience and drive higher product adoption and spend;
- Ability to identify trends and solve problems facing multiple SMB clients;
- Responsibility for helping SMB customers drive results via their marketing campaigns through consultation, education, and support, demonstrating the value of the clients SMB advertising solutions;
- Provide vital product insights and feedback on client products.

### **Required skills and experience**

- Familiarity with online advertising products and social media;
- Fluency in English and full fluency in French;
- Must have exceptional grammar and typing accuracy skills;
- 12<sup>th</sup> grade.

### **What we offer:**

-Contract with Randstad, in a project with continuity;

If you are interested in this opportunity apply in [https://www.randstad.pt/empregos/customer-service-assistant-backoffice-environment-french\\_lisboa\\_RS-2017-33071/](https://www.randstad.pt/empregos/customer-service-assistant-backoffice-environment-french_lisboa_RS-2017-33071/)