

Customer Technical Support Representative

CityPost is recruiting a Customer Technical Support Representative, whose main job is to create a link between customers and the company from a technical point of view.

Main responsibilities

- To manage the technical implementation of new clients;
- Ensure the training and support to new customers as well as existing ones;
- Establish mechanisms for resolution of problems posed by clients under the scope of technical support to their postal tools.
- Understand the structure of CityPOST, as well as the technical and postal needs of the clients;
- Assist in the presentation of the company and its services to potential clients;
- Manage the contact with clients and maintain updated records;
- Build and maintain lasting relationships with the clients;

Key competencies

- Attention to detail and organizational skills
- Excellent ability to improvise and to communicate with diverse audiences
- Technical skills (computers) above average - websites
- Good presence, team spirit
- Good knowledge of English (spoken and written)

Experience

- Between 2 to 3 years experience as an Account Manager, or another commercial job
- Experience in the field of Graphic Design

Education

- A Level standard (essential)
- Degree education (Desirable)

If you have the right profile and if you want a success career send us your English cv to: telmo.fialho@citypost.pt