



SAIGE
SOLUTIONS

PORTUGUESE BILINGUAL (CSR)

BASIC JOB INFORMATION

Location	Quezon City
Work Experience	No prior call center experience required
Job Type	Full Time
Salary	Php 60,000 – Php 80,000

QUALIFICATIONS

- Must have at least two (2) years of college education (no back subjects); or high school graduate with at least six (6) months call center experience
- Candidate must be fluent in both Portuguese and English
- No prior call center experience required (for candidates with at least two years of college education)
- Must be amenable to work in shifting schedules or graveyard shift

RESPONSIBILITIES

- Take inbound calls and handle customer inquiries in a courteous and professional manner while providing a high level of customer service. Specifically, the Portuguese Speaking CSR will provide telephone support to in-store staff regarding:
 - Operational questions (general store operations)
 - POS procedural “how to” questions
 - POS errors (technical issues)
- Apply basic working knowledge of products and processes, systems, and procedures with minimal supervision
- Provide excellent customer support within a call center environment
- Track, document, and retrieve information in a call-tracking database

Email your updated resume to careers@saigecorp.com.