1. ***Google Helpdesk Agent – (Irish Speaker) Full relocation provided to Athens, Greece (Flight+Hotel)***

Do you speak the Irish Language fluently and have excellent communication skills?

Our client connects customers with the world’s top brands for more than 30 years. With a team of 10.000+ employees from 109+ nationalities. The client represents the leading global businesses -such as Google, Microsoft, Canon, Netflix, Volkswagen, and Audi- providing Customer Care, Sales & Technical Support services, as well as Content Moderation for social media.

**Start date:**

- 24th of Jan or

- 28th of Feb

**Position:**

Customer Service Representative for a Technology Company.

You will need to have funds in order to support yourself for your first month in Greece (€800) as you won’t receive your first salary until the end of the month.

**Salary:**

- 1.300€ gross per month (€1,027 after taxes) per month

14 salaries throughout the whole year instead of 12 – additional half salary paid for Easter, half for summer and a full additional salary paid for Christmas.

The cost of living in Athens is significantly lower than in the Irish capital. As well as rents and property prices, groceries, restaurants, transportation and utility bills will all work out cheaper.

**What your responsibilities will be:**

●Receiving high volume inbound calls, respond also by email and chat

● Listing Creation and Management: guiding merchants in creating and managing their GMB listings.

● Listing Verification: supporting merchants into getting their GMB listings verified and activated.

● Review Management: guiding merchants in requests related to reviews coming from customers

(review removal requests, replying to customer reviews etc).

● Search ranking: educating merchants on how Search ranking works.

● Listing Reinstatement: supporting merchants in getting their suspended or disabled GMB listings reinstated.

● Client G My Business Guidelines: educating the merchants about the Client G My Business Eligibility and Data Quality guidelines and making sure that said guidelines are followed

**Requirements:**

· Fluency in the Irish Language (Gaelic)

· Exceptional communication & soft skills, as well as problem-solving skills

· Computer knowledge

· Resourceful, able to multitask

· Thrive as a team player in a fast-paced, high-energy, change-oriented environment

**Benefits:**

· The company will provide you the flight ticket to Greece and upon your arrival a taxi will collect you from the airport and drop you to the hotel, where you are going to be accommodated for up to four weeks (all paid by the company).

· They will support you to find an apartment or room to rent. Real estate agent’s fee is covered by the company.

· They are going to arrange all the documents you need so as to apply for a tax and insurance number & to open a bank account

· Numerous benefits and discounts

· Professional growth & development opportunities

· Special events as well as community & social responsibility initiatives

· Free online Greek language courses

· State of the art premises, providing a great working environment with relaxing break areas.

· Option to work in their office or at home in Athens.

If you think that you may be interested to hear more information about this position, please apply with your updated CV to **lorna.andreucetti@acumen-international.com** and one of our experienced recruiters will call you within 24 hours.

1. ***Google Customer support Agent (Gaelic speaker) – Full relocation provided to Athens, Greece (Flight+Hotel inc)***

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**What your responsibilities will be:**

● Play Store assistance: helping customers with the settings of their accounts as well as downloading and installing apps and content.

● Refund request: process refund request on behalf of the customers.

● Payment account issues: assisting customers with setting up their payment accounts as well as troubleshooting related issues.

● Unauthorized charges: guiding customers to report issues related with unauthorized charges and processing related request.

● 3rd party (developer) issues: offering a high-level support for developer issues and, where necessary, referring the customer to the developer.

● Gift Card issues: guiding customers on the usage of Client G Gift cards

**Requirements:**

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1. ***Google my Business – Supporting the Irish language full relocation provided to Athens, Greece***

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**Requirements:**

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1. ***Play store support agent – Gaelic speakers wanted in Athens Athens, Greece (Flight+Hotel inc)***

No previous experience is required for this role as all training will be provided.

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1. **Gaelic speakers required in Athens Greece to support Google project**

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