

Position: Customer Service Advisor – Arabic

Location: PORTUGAL, Porto

Farfetch is the online platform to shop the world's greatest selection of luxury. We have partnered with the world's best luxury boutiques and brands, located from Tokyo to Toronto and from Milan to Miami. This unique business model guarantees an unparalleled range of pieces to shop; from established luxury brands to the most interesting new designers and one-of-a-kind styles that you simply won't find anywhere else.

Reporting to the Customer Service Manager, the successful applicant will have the opportunity to gain excellent hands-on experience in a fast-paced fashion marketing environment, which will broaden as the team grows.

Key responsibilities:

- Responding to Customer Enquiries via several channels (Chat, Email and Telephone).
- Providing information with regards to products/services and other related enquiries.
- Being the face of Farfetch to our customers and partners alike.

Key skills and experience:

- Minimum 1 year experience in customer service, preferably in a fashion environment.
- Fluent in English and Arabic.
- Proficient in the use of IT systems, both customer service specific and windows packages.
- High level of written and verbal communication skills; good listening skills.
- Ability to work under pressure.
- Good understanding of fashion/fashion brands.
- Ability to exceed customers' expectations.
- Confident and articulate; hardworking and passionate.

The company offers:

- Basic salary of € 990/month;
- Meals allowance € 6.70/working day;
- Health insurance, bonuses, gym, snacks and others.

How to apply: Please send your CV in English to eures.drn@iefp.pt

Very important: Please write in the subject of the email "Customer Service Advisor – Arabic".

Information about the company: <https://www.farfetch.com/pt/careers>

Further questions: Ana Luísa Pimentel – EURES Adviser – 220 989 125 (from 09:00 to 12:00)