

Combining high intellectual base in Serbia with expertise, experience and partnering network developed through successfully serving large corporate clients since 2002., **Trizma** is positioned to become Serbia's central point for providing high quality near-shoring Contact Centre and BPO solutions to markets around the world.

Starting cooperation with a globally recognized multinational company, **Trizma** is looking to hire high language skilled candidates to provide quality support to different European markets, on the following position:

Call Center Agent for Brazil

Job description: The agent will be in charge for providing the call center services for visa-related operations at the U.S. embassy/consulate in Brazil.

Key Areas of Responsibility:

- Agent provides information services based on the scripts and visa interview appointment scheduling system on the phone in requested language.
- Agent provides information services based on the scripts and visa interview appointment scheduling system via email in requested language.
- Agent conducts callback/outreach to visa applicants based on requirements in requested language.

Candidate profile and qualifications:

- **Portuguese language** fluent
- Knowledge of the **English** language
- Excellent communication skills
- High level efficiency, problem solving attitude, precision and attention to detail
- Responsible with good organizational skills
- Highly motivated with team spirit
- Well-developed computer skills
- Ready for work in shifts

Trizma is offering:

- Long term employment opportunity
- Dynamic and responsible position within a multicultural environment
- Chance for a professional and personal development
- Advancement opportunity

If you are confident that you are the right candidate for this challenging position,
please send your CV in **English** to hr.trizma@trizma.com.