



Join our client's operation as a Consumer Services Veterinary Assistant!

As a **Consumer Services Veterinary Assistant (m/f)**, you will assist consumers with questions and doubts about our client's products and services, resolve customer queries, recommend solutions, and guide product users through features and functionalities according to standard procedures. You will also act as an ambassador for our client's brands and products.

Our client is the world's largest food and beverage company, with over 2,000 brands, and has been present in Portugal for more than 100 years.

Your Day-to-Day:

- Respond to customer queries via phone and written channels in a timely and accurate manner.
- Provide and clarify information regarding the nutrition of animal goods.
- Offer counseling and suggestions for positive changes in nutrition, dietary restrictions, pet behaviors, and any health issues of consumers' pets.
- Follow up with customers to ensure their issues are resolved.

What Will Make You Successful:

- Fluent in written and spoken French.
- Intermediate knowledge of written and spoken English.
- Bachelor's degree in Veterinary Medicine, Biology, Food Science, or a similar field.
- 1+ years of experience as a Veterinary Technician, Veterinary Assistant, or in Customer Relations.
- Knowledge of pet nutrition and behavior.
- Previous experience in customer relations.
- Availability to work fully remote on rotating shifts between Monday and Saturday, from 8am to 9pm (40 hours per week).

We Offer:

- Direct work contract with the client.
- Competitive salary and annual performance-based bonus.
- Flex Benefits – you can choose the benefits that are most suitable for you.

If this opportunity excites you and fits your profile, send us your application!

Build your career with us!

Interested candidates, in compliance with the provisions of Regulation (EU) 2016/679 (GDPR), are invited to read the privacy policy at pt.gigroup.com> Candidate Privacy Policy.

As part of Gi Group Holding, Gi Group recognizes and respects the diversity of people and believes that providing equal opportunities through fair processes based on meritocracy and professional competence, valuing the diversity of similarities and differences that create the uniqueness of each person, and promoting a culture of inclusion by eliminating factors that discourage or hinder access, permanence, and growth in the labor market is fundamental to its success. Discover our Global High-Level Policies at gigrouholding.com/portugal> Social Commitment. GI Group thus complies with the legal provisions of Law 4/2019, of January 10.