



RUSSIAN LS Agent - REMOTE

For more than 35 years *LanguageLine Solutions* has been enabling communications and empowering relationships by providing interpretation and translation services to help organizations serve their Limited English Proficient (LEP) and Deaf and Hard-of Hearing communities. As the third largest language services provider in the world, we remain steadfast in this commitment and provide total and complete client satisfaction.

Responsibilities:

- The work to be developed concerns professional interpretation services (Insurance, Legal, Medicine (General and Forensic) to support communication and understanding of what is to be communicated.
- LLS operation requests bilingual agents, C1 for Russian and English, and it has hybrid type of tasks with channels such as Phone and Video.
- These are technical interpretations specialized in a certain field, where it is critical to be able to communicate accurately what is intended.

Training period:

- The training period for the role is 4 weeks.
- The training has a duration of 8 hours per day (from 8:30am or 9:30am)

On the first day of training, you will sign the training agreement, which includes information about the salary, schedule, and duration of the training. The successful completion of your training will result in the work contract signature. The signing of the contract will either take place on the last day of training or on the following workday. The training period will be proportionally compensated by Teleperformance Portugal with 92,80€ per week, for those who successfully complete it.

Please be aware that in case of a premature termination of the training on your part, no compensation will be paid. Any additional expenses related to the training will not be refunded.

Working hours:

- 40 Hours per week (8 hours per day with an additional lunch break hour)
- Monday to Sunday, from 7am to 22pm with rotational 2 days OFF
- FULLY WORK FROM HOME

WAH Agent Package / Welcome Kit:

The computer will be provided by the company with the application and software you need to be able to provide the service.

- Minimum of 12.0 MBps for download
- Minimum of 1.0 MBps for upload
- Mandatory the usage of router/ether net cable connection (no Wi-Fi)

Holidays & Christmas Bonus:

- Portuguese public holidays will apply. Your holiday entitlement refers to Portuguese law with 22 days per year.
- If you work on a public holiday, you will get a compensation day that you can spend later under consent of the project.
- In Portugal you obtain Holiday and Christmas bonuses. The amount of each bonus payment is equal to your base salary. The allowances will be split and paid as a monthly percentage on top of your base salary.

Contract details & Simulation of the monthly gross salary

- Temporary, renewable working contract
- Initial employment contract with a duration of 12 months
- Subsequent extension of 1 more contract for 12 months
- Permanent contract after 2 years
- Private health insurance after contract signature
- Support with documents and VISA (if required)

SALARY STRUCTURE

Base salary	920€
Christmas Allowance	76.66€
Holiday allowance	76.66€
Meal allowance	154€
TOTAL	1227.32€

Requirements:

- Minimum of 1 years of experience in a similar position or Customer Service
- Technical troubleshooting
- Comfortable doing outbound calls.
- Fluent in Russian & English (Minimum C1)