



Customer Operations Team Leader

COLINK INTERNACIONAL

Location: Barcelona, Spain (Glòries District)

Introduction

COLINK INTERNACIONAL is a fast-growing international company dedicated to delivering high-quality customer service and operational excellence. We are looking for a **Customer Operations Team Leader** to join our dynamic team in Barcelona.

The successful candidate will oversee daily customer service operations, support team performance, and contribute to delivering an exceptional customer experience in a collaborative and multicultural working environment.

Key Responsibilities

- Lead and coordinate the daily operations of the customer service team.
- Monitor service quality and ensure timely and professional customer support.
- Support team members through coaching, guidance, and performance management.
- Handle escalated customer inquiries and resolve operational issues efficiently.
- Collaborate with internal departments to improve workflows and customer satisfaction.
- Assist in developing operational procedures and maintaining service standards.
- Prepare operational reports and contribute to continuous process improvement.
- Foster a positive, collaborative, and high-performing team culture.

Requirements

- No specific educational background required.
- Fluent in **Chinese** with **basic English communication skills**.
- Valid work authorization in Spain, including:
 - Student Residence Permit
 - Work Permit
 - Family Residence Permit
- Willingness to work on a **three-shift rotation schedule** (8-hour shifts).
- Preferred age: **20–35 years** (flexible for outstanding candidates).
- Strong sense of responsibility, professionalism, and attention to detail.
- Self-motivated with a willingness to learn and grow within the company.
- Previous customer service, operations, or team leadership experience is an advantage but not essential.



Working Hours

- 40 hours per week
- Two days off per week
- Three-shift rotating schedule
- 8-hour working shifts

Compensation & Benefits

- **Net monthly salary:** €1,810–€2,000 (depending on qualifications and experience)
- **Paid annual leave:** 30 days
- **13-month salary** (annual bonus equivalent to one month's salary)
- Full social security coverage
- Modern office located in the heart of Barcelona (Glòries)

Employee Benefits

Our employees enjoy a modern and vibrant workplace featuring:

- 180° panoramic floor-to-ceiling windows
- Outdoor terrace
- Swimming pool
- Sports courts
- Fully equipped gym
- Game room
- Pet-friendly office
- Complimentary draft beer and regular social events
- Young, international, and energetic team culture
- Career development and promotion opportunities

What We Offer

- A friendly, multicultural, and collaborative working environment.
- Clear career progression opportunities.
- Comprehensive onboarding and training.
- Modern office facilities with premium amenities.
- A healthy work-life balance with generous annual leave.
- The opportunity to grow with a rapidly expanding international company.



How to Apply

Please send your updated CV to **career@colink.es**.

Contact Person: Kira

WhatsApp: +34 664 215 132

Applications will be reviewed on a rolling basis until the position is filled.

COLINK INTERNACIONAL is committed to creating an inclusive, respectful, and diverse workplace and welcomes applications from candidates of all backgrounds.