



GERMAN LANGUAGE TALENT ***GREECE***

An analysis of demand and availability of German language talent in Greece by Workwide Group in co-operation with the German Outsourcing Association

GERMAN LANGUAGE TALENT IN GREECE

This paper analyses the demand and availability of German speaking workers in Greece as well as economic conditions that influence Greece's labour demand.

More specifically, it aims to give an overview of where geographically, in which economic sec-

tors, and professions German-speaking workers are needed most and what's the availability.

This analysis was initiated and executed by Workwide Group in cooperation with the German Outsourcing Association (Deutscher Outsourcing Verband e.V.)

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PREFACE

Greece, renowned worldwide for its ancient history, rich culture, idyllic islands, and breathtakingly beautiful landscapes. The country holds a revered position in Europe as the cradle of western civilization, birthplace of democracy, and philosophy, embodying innovation, creativity, and the spirit of invention.

After the financial crisis in 2008, which hit Greece particularly hard, the country has been on track to catch up with its European allies. It rebounded well from the Pandemic; a constant increase in investments, exports, government support measures, the Greece 2.0 Recovery Resilience Package, and the reforms of the past decade have borne fruit. And although this growth is hampered by high energy prices and the economic ramifications of the war in Ukraine, there is an ever-growing need for employment in general, but also for native speakers of other European languages, particularly German speakers, due to continuously grown business ties between the two countries (KNEWS 2023, OECD 2023).

Additionally, a matured startup scene has emerged and is starting to take off, which is desperately in need of international talent on all job fronts, and struggling with talent acquisition and especially retention, particularly when it comes to highly qualified professionals. Aside from the macroeconomic constraints still imposed, and the bad demographics that are holding all of Europe in its grip, the wage gap, in comparison to other EU countries, is especially exacerbating the situation, leading more and more talent out of the country. An alarming 3 out of 10 (31%) of Greek workers want to change their job, with benefits and salary packages being the main reasons, followed by limited options for personal growth and development (eKathimerini 2023, Reuters 2022).

In response to these challenges, both companies and the government can adopt strategic measures to enhance employment prospects, productivity, and overall competitiveness. For Greek companies seeking to attract and retain German-speaking talent, such measures can make a significant difference in the country's further development.

GERMAN - GREECE ECONOMIC RELATIONSHIP

Greece is one of the larger EU countries with 131,957 km², around 10.4 million inhabitants, and a workforce of approximately 4.7 million. The country's economy bounced back from the pandemic quicker than expected, and GDP grew by 5.9% in 2022, way above the Eurozone average of 2.6%. However, while 4,135,230 of the total workforce are employed, a rather high number percentage of 9.4% remains without a job.

Similarly, soaring energy prices, the ramifications from the Ukraine war, a growing skill shortage especially for professional groups in certain areas like IT, and inflation (although easing to 2.6% in 2024 from 9.3% in 2022), are partially stalling Greece's recovery. Nevertheless, it must also be noted positively that the unemployment rate has been declining steadily and GDP per capita has increased by 2.67% from 2021 (EC 2023abc, Eurostat 2023).

Latest figures from 2024 show a continued increase in trade between Germany and Greece, although slightly one-sided. Over the past 27 years, exports from Germany to Greece and vice versa have steadily increased at an annualized rate of 3.22% and 1.35% respectively (OECD 2024, Destatis 2024, TrendEconomy 2024).

Greece is a service-driven economy, with the service sector contributing ca. 68.64% to the GDP (industrial sector 16.82% / agricultural sector 3.76%) (Statista 2024). The services sector employs ca. 73% of the country's workforce and particularly skilled labor and language talent are in demand.

The primary drivers of the skill shortage, as everywhere across Europe, are demographics, including an aging population and emigration of nationals to higher-wage countries like France and Germany.

However, in Greece, like in Germany, there is a very high skill shortage, with ca. 200,000 open positions in key economic sectors. Employers state that they have huge difficulties or are unable to fill positions, especially in regard to technology-driven fields and due to low digital literacy among the older population. On the other hand, the country continues to grow, especially in the ICT and tourism sector, which is quickly recovering to pre-pandemic levels (GR 2024).

Greece's economic growth remains robust, with real GDP increases of 2.3% in 2024 and projected 2.5% in 2025, reflecting the ongoing recovery of the Greek economy following the shock of the pandemic and Euro Crisis, and exceeding average growth rates of the Eurozone (0.7% - 1.2%) (BankOfGreece, IMF 2024).

10.4 million inhabitants

4.7 million workforce (ca. 67%)

2.3% GDP growth 2024

9.4% Unemployment rate (Dec 2024)

Germany's exports to Greece reached \$ 8.94 bln (2024)

Greece exported to Germany goods and services of \$ 8.94 bln (2024) value

Service sector contributes ca. 68.64% to the GDP and employs ca. 73% (2023)

Greece's Startup Sector and its growing demand for Jobs

Greece's startup sector witnessed impressive growth over the past six years. Especially between 2018 and 2021, the sector and its venture capital (VC) funding soared from €50M to €670M. Although moderately decreasing to €555 M in 2024 it depicts a growing ecosystem that does not have to hide in comparison to other European countries. Currently, there are ca. 1,800 active startups, and first unicorns like PeopleCert and VivaWallet have emerged (TechTour 2024, TR 2024).

Especially cities like Athens and Thessaloniki became booming locations whose continued growth is supported by a combination of

government initiatives, a skilled talent pool, increased VC funding, and a growing community of incubators and accelerators (ElevateGreece 2024, EU-Startups 2023-25).

However, while the startup sector is flourishing, there are also challenges. Bureaucratic hurdles and a need for better infrastructure remain, despite significant improvements in the past years. The Brain drain is also a problem, as many talents have moved abroad in search for better-paid jobs. This is intensified by a misalignment of the education system and the rapid expansion of the startup scene, which has outpaced the local talent supply, as almost everywhere in the EU. Also, it is no secret, that Greek wages, since the economic crisis in 2008, haven't been particularly attractive. However, GDP per capita is continuously rising since 2012, even surpassing pre-crisis levels, rapidly increasing the country's attractiveness for

expats (ElevateGreece 2024, ELIAMEP 2021, WB 2024, EC 2024).

All in all, the Greek startup sector is on a promising trajectory, attracting more and more international attention. Coupled with

Greece's natural and cultural richness and high quality of life, making it an attractive destination for entrepreneurs, investors, and adventurous tech talent alike.

High Demand Tech Professions in Greece in 2024:

- 1. Artificial Intelligence Developer and Engineer** - Required skills: Strong programming (Python, Java, C++), frameworks (TensorFlow, PyTorch), solid math background.
- 2. DevOps Engineer** - Skills: Programming, scripting, networking, cloud computing (AWS, Azure), continuous integration.
- 3. Data Scientist and Analyst** - Skills: Programming (Python, R, SQL), tools (Spark, Hadoop, Tableau), strong math and statistical background.
- 4. Network and Database Engineer** - Skills: Networking (TCP/IP, firewalls), databases (SQL, Oracle), cloud computing (AWS, Azure).
- 5. Software Engineer and Web Developer** - Skills: Programming (Java, C#, Python, JavaScript), frameworks (React, Angular), software design.

GENERAL LABOUR DEMAND IN GREECE

In Q4 2024, the rate of vacant jobs in Greece was just 1.2% of total employment (both occupied and vacant positions), compared to the Eurozone average of 2.5%. Greece ranks among the countries with the lowest job vacancy rates in the EU.

This indicates that demand for skilled workers is constantly high, and companies have an immense need and difficulties in recruiting enough skilled workers (TE 2024ab).

Our investigation showed a high demand for workers in the following areas:

Information & Communication Technology (ICT), particularly IT engineers with specific profiles.

Business Support and Shared Service Centres (encompassing sales, administration, human resources, accounting and management, and in this regard especially professionals with language skills specifically English and German speakers).

Gastronomy and Tourism, incl. hotel, restaurants, cafe and bar staff

Agriculture (from engineers to seasonal workers).

Construction workers

While all of the fore-mentioned are high-demand areas on the local job market, around 50% of them also require very good Greek language skills, or even a native speaker level might be essential.

Nevertheless, being a native or skilled speaker of another European language, especially English, which is an implicit language requirement for over

45% of all job vacancies, followed by German between even at just 2-3%, but still way ahead of other languages with all below 1%.

Thus, German speakers have a niche advantage in specific job areas where they are in high demand.

Multilingual talent acquisition made easy - with workwide group and workwide recruit

Workwide provides recruiting solutions for German and multilingual speakers that work. Talk to us for more information and individual solutions

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CURRENT DEMAND FOR GERMAN SPEAKERS

Our analysis of relevant job portals, taking into account the overall economic situation in Greece, shows a significantly increased demand for German-speaking workers. On major recruitment sites, incl. Glassdoor, Indeed, TP Jobs, Workingreece, Europelanguagejobs, LinkedIn and Workwide, over 900 advertised job positions were for German-speaking candidates. The majority are in Customer Service, Sales, Marketing and Technical Support.

Our research shows that the most demanded and vacant jobs for German speakers are in the following areas:

Customer Service & Support Ca. 34%	Sales Ca. 14%	Marketing Ca. 6%	HR & Recruitment Ca. 2%	IT (Engineer, Project Manager, ...) Ca. 14%
Administration Ca. 13%	Tourism, Hotel, Restaurant Ca. 3%	Consulting Ca. 3%	Others Ca. 7%	

Keep in mind that this is only a snapshot from data retrieved from major job and recruitment platforms and services that include: Glassdoor, Indeed, TP Jobs, Workingreece, Europelanguagejobs, LinkedIn and Workwide, Q1 2025, which can change very quickly.

The data suggests a high demand for Customer Service-related jobs, as it stands out at almost 34% in comparison to other areas for German language speakers (Indeed 2024a, Workwide 2024).

However, most of the job offers are not for people who solely speak German. They are aimed at people who speak German as their mother tongue but also have a relatively good command of English, at least B2 or higher level.

In addition, there are many positions offered where being a native German speaker is a must, specifically for those in Customer Service and Technical Support, Sales, and Administration.

However, in other areas, especially in IT, HR, and Recruitment, most likely a solid B level would be sufficient.

GERMAN AND INTERNATIONAL COMPANIES OPERATING IN GREECE AND THEIR TALENT DEMAND

In addition to the current demand, many German companies operating in Greece are actively seeking German-speaking talent. These job vacancies are more industry-specific and diverse compared to the general overview provided earlier. Such jobs often require native German speakers or individuals with highly proficiency in the language. These job opportunities span various areas, including administrative tasks, legal services, controlling, accounting, engineering, IT development, project management, and many other specialized expert roles.

Siemens Sales Professional for Digital Offerings, Technical Sales Support, Technical Trainers, Process Engineers, Software Testers, Accounting, and other administrative jobs as well as various programs for Students and young graduates.	Allianz Digital Marketing Specialists, Sales Office Administrator, CM Associate, Oracle Developers, Security Analysts, Scholar- & Internships	Mercedes Benz Service Advisors, Workshop Foreman, Electricians, Customer Support	Deutsche Telekom Greece / OTE Group IT DevSecOps Engineers, Backend Developer, (IT) Business Analysts, Cyber Security Architects, Sales Representatives, Customer Experience Technicians, Technicians, and Product Managers.
TP (Teleperformance, France) All sorts of CS related jobs	Vodafone (UK) All sorts of CS related jobs	Foundever (LUX) Customer advisor, Quality Analyst, Sales manager, Trainer ...	Concentrix (US) Customer Service Representative, B”B sales, Technical support, ...

FUTURE DEMAND FOR GERMAN SPEAKERS IN GREECE

To remedy the skill shortage situation the Greek Government is introducing new incentives to attract skilled labour from EU and non-EU countries through so called “Talent and Tech Programs and Visa”, allowing foreigners to live and work in Greece, provided they speak good English and/or other needed languages.

Migration Minister Dimitris Kairidis recently presented the plan, aiming to address the high demand for skilled staff. In addition, the Ministry for Social Cohesion and Family is also involved in a broader “National Recovery and Resilience Plan, Greece 2.0”, that aims to attract more talent and investors. Although most of these initiatives focus on tech sector staff, attracting other needed skills like language talents are important as well (Kathimerini 2024, MINSCFA 2021).

At the same time German companies are among the principal investors in Greece. Currently there are over 150 German companies in Greece employing over 28,000, with both numbers continuously rising, which automatically increases the need for bilingual services and native speakers. (German Federal Foreign office 2025)

This trend is particularly true and pronounced in the tech hubs of Athens and Thessaloniki, which also host the largest German expat communities, with German schools and Goethe Institutes (AA 2024). Thus, although these are general numbers, they are rising and indirectly leading to a higher demand for German native speakers, especially in the already existing

German expat and tech hubs like Athens and Thessaloniki (AA 2024).

In addition to the growing expatriate population, the various economic indicators mentioned before also point towards an increasing demand; even if not explicitly increasing it immediately it is a strong indicator for an overall growing need, combined with aforementioned fact that Greece’s GDP and GDP per capita is on the rise, and both, the number of domestic and foreign companies in the country is increasing, while at the same time unemployment is decreasing, at least slightly.

Considering these factors, the future for German speakers in Greece appears promising. The combination of a growing economy, expanding bilateral trade and rising presence of German communities and companies signifies a favorable environment for individuals proficient in the German language.

SALARIES AND LIVING EXPENSES IN GREECE

The statistics about the average annual salaries in Greece range from about € 29,000 (salaryexplorer.com) to € 27,200 (statista.com). The corresponding net salaries, after taxes and social security come out to be around € 17,000.

Positions in customer service, are compensated averaging out at €1,300 - €1,400 / month.

Companies in other sectors, such as IT for example, usually offer higher salaries. Tour guides, average €1,460, Food, Hospitality, and Tourism jobs average at €1,680. More specialised positions are compensated €500 - €1,500 higher but they also always require 3-5 years of working experience within the respective field (SE 2024).

The cost of living in Greece is about 22% lower than in Germany. Housing shows the biggest difference with -36%, followed by Transportation with -30% and cloths with 20%. Food is 10% cheaper and personal care ca. 9%. (April 2025)

However, as most jobs are also located in the larger metropolitan areas, where rents are soaring at present, the actual rents are much higher.

With median costs per square meter reaching up to €10-13 in Athens and between 8-10 in Thessaloniki, a small 40m2 apartment would cost € 320 - 500 without utilities, electricity, and heating, which combined can amount to an additional €150 per month.

Living in suburbs or more remote areas, however, offers much potential to save money, as they provide much cheaper rents, mostly between €6-8 per sqm (IL 2024, SPI 2024).

Average monthly basic gross salary for selected industries in Greece

Industry / sector	Average gross salary /month
Factory, manufacturing, etc.	1,300 EUR
Retail, wholesale	1,300 EUR
Information technology	2,200 EUR
Banking and Insurance	1,750 EUR
Construction and real estate	1,650 EUR
Public services, incl. education, administration	1,070 EUR

Sources: salaryexplorer.com, paylab.com, glassdoor.com



AVAILABILITY OF GERMAN SPEAKERS IN GREECE

CURRENT AVAILABILITY OF GERMAN SPEAKERS

According to the German Statistical Office, there are approximately 9,878 German nationals living in Greece in 2024, of which are estimated 80% of working age accounting for ca. 7,900 Germans of working age. (deutsche-im-ausland.org) Most are living in Athens and Thessaloniki and the rest is scattered across the country. The number fluctuates a bit and there are no exact numbers on it whether from

German or Greek sources. Aside from the two big cities German citizens are living scattered around the country (Lefkada, Spetses, Kalamata, and other smaller cities) with some larger expat communities in Corfu, Crete, and Rhodes (AA 2024, EAIS 2020).

According to the Eurostat Data available there are between 10,000 - 11,000 Germans immigrating to Greece between 2016 and 2021, which increased in 2023, when approx. 19,520 German nationals moved to Greece. (Statista 2025).

In addition, there is no clear data on retirees, whether from the German Pension Fund nor from any other German or Greek statistics on demographics. Nevertheless, we are inclined to accept that around 20% of the German immigrants are in fact retirees which we deduct from our research numbers on

Portugal. Moreover, the percentage of retirees in Greece might be even more than in Portugal, as tax conditions are even better (10% on pensions in Portugal and only 7% in Greece) (GEE 2023, Eurostat 2024, KPMG 2024).

In addition, according to a statistical evaluation by the German Ministry of Foreign Affairs, there are around 287,000 students in Greece studying the German language at various institutions in 2024. German as a foreign language is very popular in Greece and is the most important one after English and French. Moreover, the Greek diaspora in Germany is some 361,000 people strong and of whom by now many are even born in Germany and speak it as their mother tongue (AA 2024).

FUTURE AVAILABILITY AND SOURCES OF GERMAN SPEAKERS

German is one of the most spoken foreign languages in Europe and many non-native

speakers study it to gain access to higher-income jobs in the DACH Region (Germany, Austria, Switzerland). For many learning German is a means to an end and it is unlikely for them to exchange their occupation in the DACH Region, once attained. At least as long as GDP per capita in DACH countries remains twice as high as in Greece (WB 2024). This fact alone makes it much harder for Greek firms to acquire and retain not only German native speakers but skilled labor in general.

An option for Greek companies could be to try to tap into the 3-5% of unemployed in the DACH Region, and target individuals who fulfill the secondary language requirements, which however might be rare, or to recruit young professionals and graduates with targeted offers and incentives.

Due to the huge Greek diaspora in Germany, there is also another large pool companies can tap into. Specifically, young, bilingually raised students who would like to live, work, or study in Greece, might be a good fit. Nevertheless, even to attract them on a larger scale, the right conditions and incentives need to be in place first.

CALCULATING THE REAL DEMAND / SUPPLY GAP

GREECE FACES A STRUCTURAL SHORTAGE OF GERMAN-SPEAKING TALENT

Greece is facing a severe shortage of German-speaking professionals, creating significant challenges for companies operating in customer service, sales, IT, and finance. Despite the country's growing business appeal, the local labor market cannot supply enough German speakers to meet demand. Recent job market data initially identified 900 German-speaking job listings in Greece. For the sake of

our calculations, we assume these listings were all posted together at the beginning of the year. On average, each listing represents 2.76 vacancies, meaning the actual number of jobs behind these listings is closer to 2,484.

Each of these positions remains open for an average of 42 days before being filled. Assuming consistent demand throughout the year—due to factors such as short-term contracts, replacement hires, and turnover—the same listings are reposted across the year. With an average time-to-fill of 42 days, each posting is typically filled 8.69 times annually.

This results in an annual demand for 21,586 German-speaking professionals. However, this figure is likely an underestimate, as it does not account for the hidden job market, which, according to recent statistics, may represent 50% to 80% of all job opportunities.

On the supply side, approximately 7,900 German nationals of working age reside in Greece. However, this number is inflated, as not all individuals are actively seeking employment. A significant portion of the German-speaking population is already employed, studying, or financially independent, such as retirees and digital nomads. Additionally, many lack the necessary bilingual skills, as most positions require both German fluency and strong English proficiency, further limiting the effective supply of qualified candidates.

When comparing supply versus demand, the talent gap becomes even more apparent: -

the ratio stands at 0.37 (7,900 available candidates vs. 21,586 positions), meaning there are about 2.7 open positions for every available German speaker.

Given this severe imbalance, companies are increasingly turning to international hiring strategies, actively recruiting talent from Germany, Austria, and Switzerland. To attract professionals, businesses offer relocation packages, competitive salaries, and career growth opportunities. This growing demand for German-speaking talent highlights the structural labor shortage in Greece and underscores the need for long-term strategies to develop a sustainable multilingual workforce.

Calculation

Scenario: Sum of listings for Germans in Greece with average vacancies per listing factored with time-to-fill

1. Job listings German-speaking positions: 900 (see page 10, April 2025)

2. Based on our internal calculations, the actual number of jobs per listing is about 2,76 jobs (internal data Workwide, client's average, snapshot from 14.02.2025), resulting in a real number of open

positions of 2484 (900 advertised jobs x 2,76 = 2,484)

4. $365 / 42$ days open = 8,69 factoring (AIHR)

5. $2,484$ open positions x $8,69$ = $21,586$ annual demand

$7,900$ Germans of working age (s. Page 14) divided by annual demand of $21,586$ = 0.37 talent-shortage ratio.

STRATEGIES FOR ATTRACTING AND RETAINING GERMAN-SPEAKING TALENT

Here is an Overview of the additional strategies they pursue and incentives they offer in recent job advertisements:

1. **Showcasing Greece's beauty and lifestyle**, cultural richness, high quality lifestyle to appeal to candidates
2. **Highlighting the country's favorable work-life balance**, including flexible working hours, home office, and relaxed and affordable lifestyle for a better quality of life.
3. **Promoting their diverse and inclusive work environment** that welcomes talent from all over the world, picturing a welcoming atmosphere for German-speaking professionals.
4. Some are also offering **vocational training and career opportunities** especially for young professionals.
5. Many are **offering Incentives** like Relocation
6. Assistance, food vouchers, **free language courses**, etc.
7. Cultural integration programs, and a **focus on employee well-being**.

Many companies are faced with the challenge of attracting skilled German-speaking talent to fill vacant positions in a country with an overall lower compensation. Despite the appealing quality of life in Greece, the wage gap and the living costs in comparison to Germany remain the most significant factors.

To alleviate this problem companies are implementing various strategies to entice potential candidates and make job offers more appealing. Especially in regard to CS related jobs a vast majority of the job offers target specifically a very young age bracket, as their lack of working experience, enables companies to acquire German speakers at an affordable price.

Incentives for German Speakers

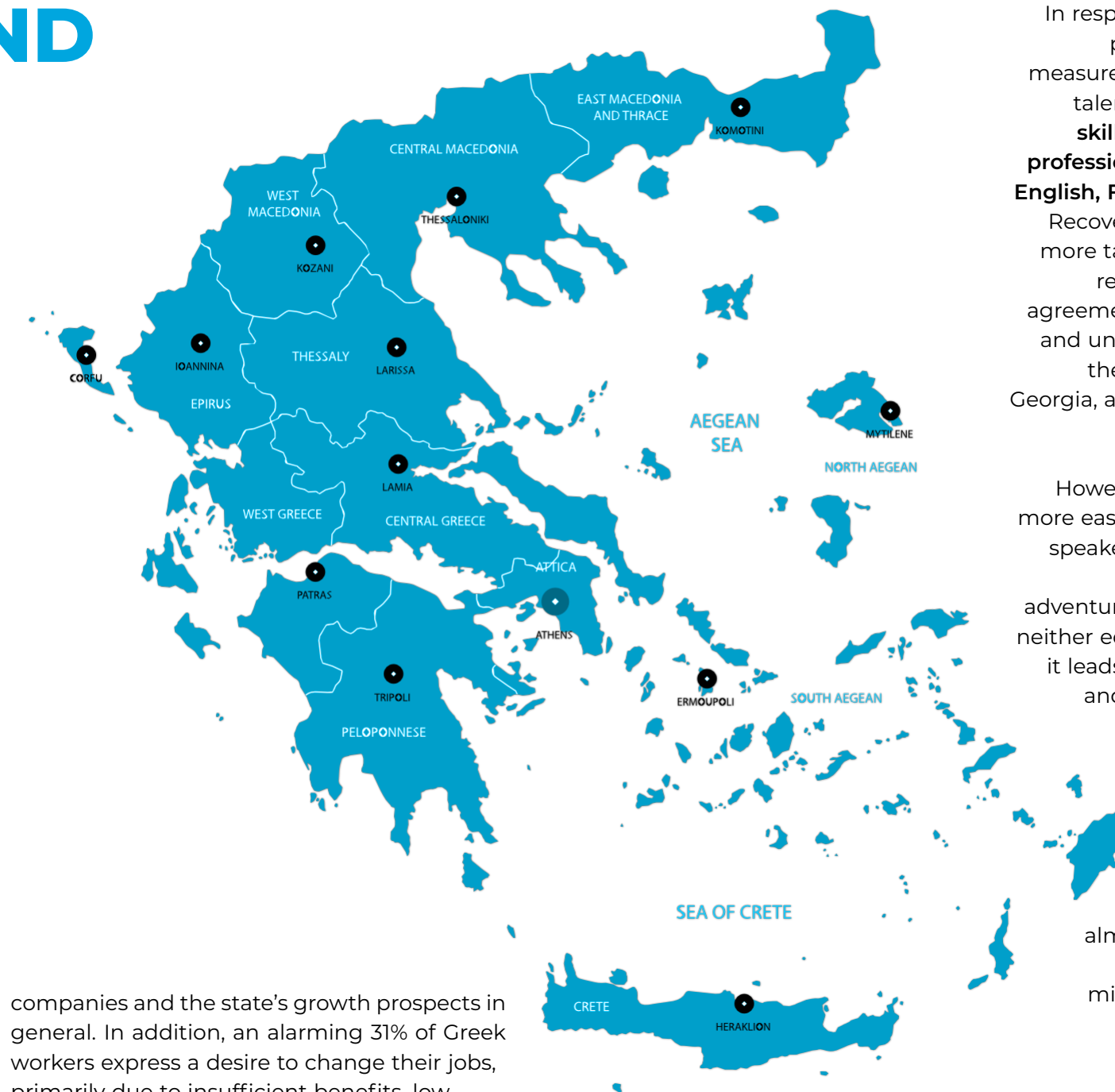
1	Some offer accommodation for 1-2 months, in rare cases also for the whole work period
2	14 salaries a year and over time increasing number of vacation days
3	Reimbursement of initial travel costs
4	Yearly two-way flight ticket to visit friends and relatives
5	Training courses with certification, e.g. free language courses to learn Greek
6	Daily food vouchers
7	Additional private health insurance and/or supplementary dental insurance
8	Comprehensive help with all paper work and sometimes even airport pickup

SUMMARY AND FUTURE OUTLOOK

Demand for German-speaking talent in Greece is rising, driven by the country's robust economic recovery and growing business relations with Germany, which wouldn't be possible without the significant strides Greece has made since the financial crisis of 2008 and the subsequent pandemic. This recovery, which happened quicker than many expected, is further bolstered by continuous investments, export growth, and government initiatives like the Greece 2.0 Recovery & Resilience Package. Despite newly arisen challenges, such as high energy prices and inflation triggered by the war in Ukraine, Greece's economy was not deterred from its rebound.

However, the country faces a severe skill shortage, particularly in tech-driven fields, compounded by an aging population and emigration of skilled professionals, mostly to higher-wage EU countries. This intensifying situation, coupled with the growing bilateral trade between Greece and Germany, has also widened the need and the niche for German-speaking professionals across various sectors, especially for customer service, sales, and administrative jobs. In regard to the ICT sector, the dominating factor is mostly a good command of English, although German is also a determinant in some rare cases we discovered in our research.

Consequently, many Greek companies struggle with talent acquisition and retention. The wage gap compared to other EU countries puts the country at a strategic disadvantage and creates a barrier that hampers individual



companies and the state's growth prospects in general. In addition, an alarming 31% of Greek workers express a desire to change their jobs, primarily due to insufficient benefits, low salaries, as well as limited opportunities for personal growth and career development options. This sentiment not only reflects Greece's broader economic constraints but also the wider unfavorable demographics that are or will impact the entirety of the European labor market.

In response to these challenges, both the Greek government and the private sector have implemented and initiated several strategic measures to enhance employment prospects and attract more foreign talent. The introduction of **"Talent and Tech Visas" aims to attract skilled labor from EU and especially non-EU countries, targeting professionals with proficient tech skills as well as language skills like English, French, and German.** Additionally, the state's broader "National Recovery and Resilience Plan, Greece 2.0," focuses on attracting both more talent and investors, with a particular emphasis on tech staff. To remedy the situation, the Greek government signed a migration agreement with India in March 2024 that aims to attract 40,000 skilled and unskilled people to meet the country's need for workers, which is the first step of a broader plan to sign agreements with Armenia, Georgia, and Moldova in Europe, and India, the Philippines, and Vietnam in Asia (Ekathimerini 2024).

However, while English-speaking tech professionals can probably be more easily attracted if acquired from non-EU countries, German native speakers might not be persuaded so easily. Sure, the occasional high school or university graduate will always be willing to go on an adventure to temporarily fill a vacant CS or sales position. But this does neither equate to employee retention nor stable service quality; instead, it leads to an endless cycle of recruiting and onboarding. Only higher and adequate compensation and career opportunities are able to remedy this situation permanently, as the number of Germans living in Greece (20-25K) has not increased significantly, while German annual migration (10-11K, although data is missing for 2022 and 2023) remains relatively constant.

This means that remigration is happening simultaneously almost at the same rate. Thus, ideally, companies should consider implementing a long-range planning approach for these migrant workers, with the goal of having them stay permanently, or at least for a longer period. The same accounts in large part for the Greek diaspora in Germany as well, although they might have ulterior reasons to live and work in Greece than a German without a migration background.

Despite these challenges, the outlook for Greece is very positive. The combination of solid economic data and expanding business ties, in combination with strategic and remedial government action, are a testimony to the country's commitment. This, coupled with a growing and buzzing expat community, a high quality of life, Greece's cultural and historical richness, and its breathtakingly beautiful landscape along the shores of the Mediterranean, makes the country a unique destination.

Map of Greece: licensed via 123rf.com



Credits: Photo by TP

TP GREECE: A THRIVING HUB FOR GERMAN-SPEAKING TALENT

Interview with Konstantinos Tsekouras, Operations Manager at Teleperformance Greece



With over 420,000 employees worldwide, TP has been growing to one of the largest client management services providers worldwide. Can you give us a short introduction of TP's operation in Greece?

KT: TP Greece was established in 1989 and is the largest provider of Digital Integrated Business Services in the country. Today it has evolved into one of the world's leading Multilingual Hubs, serving more than 140 markets in 42 languages and dialects. The company employs over 12,000 Customer Experts from 110+ nationalities, fostering a diverse and inclusive work environment that

promotes innovation, collaboration and continuous learning.

With state-of-the-art facilities in Athens, Thessaloniki, and Chania, TP Greece offers a broad spectrum of advanced digital business services, including Digital Customer Experience (CX), virtual solutions, integrated sales services, back-office process management, technology solutions, data analytics, and consulting services. The company's dedication to excellence and sustainability has earned it multiple accolades, including being repeatedly recognized as a Great Place to Work and winning 20 European

Contact Centre & Customer Service Awards in the past eight years. Employees benefit from structured career development opportunities, specialized training, and continuous professional growth, making TP Greece an ideal destination for international professionals seeking long-term careers.

From what I know TP Greece is also working for well-known brands in Germany. Can you talk about the services and also the profiles you are looking for, for German clients?

KT: The job profiles we are looking for range from Content Moderation and basic Customer Support to experienced Sales professionals and Technical roles. Our German clients set high standards, when it comes to the skills of the Customer Experts in their projects. This is one of the key reasons they have chosen to work with TP Greece - we maintain one of the most rigorous recruitment processes and specialized assessments to ensure that only the most qualified candidates join our teams.

We provide a structured onboarding process, continuous development programs, and career advancement opportunities, allowing employees to gain valuable skills while working with leading global brands.

From what I understand you are attracting a lot of talent from Germany. What are the benefits for applicants that consider moving to Greece to work with TP?

KT: Relocating to Greece to join TP presents an exciting career and lifestyle opportunity, especially for German-speaking professionals. As a multinational company with strong connections to the German market, TP Greece offers structured career progression, specialized training programs, and exposure to major international brands, including German enterprises. Employees benefit from a comprehensive relocation package, covering flight tickets, temporary accommodation, and assistance with legal paperwork. To further support integration, an exclusive Greek language learning platform is available for employees and their families.

Beyond professional growth, TP Greece prioritizes employee well-being through extensive health and wellness initiatives, including free access to medical professionals, mental health support, wellness programs, and exclusive discounts on healthcare services and daily essentials. Employees also enjoy a strong work-life balance in Greece, benefiting from the lower cost of living, Mediterranean climate, and vibrant culture. With German-speaking

colleagues, partly German management, and deep-rooted ties to the German market, new employees quickly find a sense of belonging in a dynamic, inclusive workplace. TP's commitment to diversity, career growth, and employee satisfaction makes it an outstanding choice for German professionals looking to advance in an international environment.

Many people work in BPO's for a short duration. What can a person that works for TP Greece for one year expect to gain as part of their work experience?

KT: When I first joined TP, I quickly realized the importance of soft skills in any business environment. These skills play a crucial role in communication, negotiation, and leadership and are invaluable in both our professional and personal lives. At TP, we emphasize active listening, emotional intelligence, and effective communication, not just as corporate philosophy but as the foundation of all our interactions—with customers, clients, and colleagues.

Even if an agent stays with us for only a year, they will gain valuable soft skills and essential tools for a successful career in any sector. Our Customer Experts are trained to use a wide range of tools to solve problems and improve processes.

Depending on the client, they develop expertise in sales, cross-selling, upselling, and technical support. Through their experience at TP Greece, they apply key communication principles, refine their interaction skills, and learn how to engage with a diverse customer base. Additionally, they gain insight into the operations and culture of one or more of our clients, which strengthens their understanding of business processes. This hands-on

experience enhances their CV and career prospects, equipping them with valuable skills applicable to various industries.

Do you have German employees who pursue a career within TP?

KT: At TP Greece, we rarely hire externally for managerial positions. The vast majority of promotions come from within, as we strongly believe in developing talent and providing equal opportunities for career growth. Our employees receive continuous training, mentorship, and leadership development, ensuring they are prepared to move up the ranks. In fact, several of our top management team members, including our CEO, began their careers at TP as Customer Experts.

After twelve months of working at TP, all Customer Experts become eligible to apply for roles such as Operations Supervisor, Quality Analyst, Workforce Management, Trainer, and many more. TP fosters a culture of equal opportunities and full inclusion, ensuring a transparent and unbiased promotion process. Once promoted, employees receive continuous training to develop not only the necessary technical and managerial skills but also to embrace the TP management culture. From soft skills, empathy, and leadership fundamentals to advanced reporting and financial planning, TP managers are equipped with the expertise needed to excel in their roles.

Currently, TP Greece employs many German-speaking professionals who began their journey as Customer Experts and have advanced into leadership positions. We have over 100 German Supervisors, more than 50 Quality Analysts, close to 30 Assistant Managers, 3 Managers and 1 Director. Many of them initially joined TP for a short-term

opportunity, but they chose to stay after recognizing TP as an environment where they could grow and build a lasting career.

How does Workwide's approach to attracting German speakers from abroad for jobs in Greece add to your recruitment strategy?

Our collaboration with Workwide has been instrumental in recruiting German talent in Greece. Their extensive network and expertise have helped us attract highly skilled professionals who meet the high expectations of our German clients. This partnership has played a crucial role in ensuring a steady pipeline of qualified candidates, allowing TP Greece to maintain its competitive edge in the market.

Workwide has demonstrated a strong understanding of TP's culture, internal recruitment processes, and high-volume hiring challenges. Their adaptability and commitment make them an integral part of our strategy execution. One notable success

story is their contribution to a major German client project, where their recruitment efforts significantly enhanced customer satisfaction, strengthened client relationships, and created new business opportunities for TP Greece.

Thank you for the interview!

This interview was conducted by Stephan Fricke, CEO at Independent German Outsourcing Association (www.outsourcing-verband.org)

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The information in this paper has been carefully researched by the research and editorial team of the German Outsourcing Association (www.outsourcing-verband.org).

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GERMAN LANGUAGE TALENT ***GREECE***

An analysis of demand and availability of German language talent in Greece by Workwide Group in co-operation with the German Outsourcing Association