



Sofia, Bulgaria  
Company based in Sofia is looking for  
**60 CUSTOMER EXPERIENCE SPECIALISTS**  
**ITALIAN MOTHER TONGUE**

**Informations:**

Our client is a global leader delivering flexible and innovative digital marketing solutions to SMB's in more than 16 markets around the world. Their enterprising nature leads to discovering fresh new ways to create a lasting brand for their clients that delivers proven results in both conversions and audience engagement.

**Responsibilities:**

As a Customer Experience Specialist your primary responsibility is the day-to-day communications through telephone with Italian B2B clients offering solutions to questions and requests with a great customer mindset. You manage your B2B customer contacts actively and pro-actively, handle inbound & outbound calls and e-mails.

**Requirements:**

Italian excellent

Very good knowledge of English

Highly motivated and result orientated

Excellent organizational and communication skills

Strong work ethic and the ability to work in a pioneering, dynamic and fast-growth environment

Interest in digital marketing, SEO optimisation and website creation

Flexible and deadline driven

Ability to take ownership of your work

Computer skills: Operating system knowledge of CRM-system, Packages MS Office

Some experience in a call center is a big plus

**Conditions:**

Contract permanent (with trial period of 6 months), 40 hours/week from 09.30 until 20.30 hours (small shifts)

Salary: BGN min. 1.800 max 2.000 (Bulgarian Lev) net, monthly

Accident Insurance

Training for free.

**How to apply:**

Send your CV in English to: [eures@cittametropolitana.torino.it](mailto:eures@cittametropolitana.torino.it)

**ATTENTION PLEASE!**

If you are under 36 years old, join Your First Eures Job 4.0 Project by registering to [http:// yourfirsteuresjob.eu/en/jobseeking](http://yourfirsteuresjob.eu/en/jobseeking)

You could obtain a financial support for relocation expenses and much more!

**DEADLINE:**

31/12/2016