

Sofia, Bulgaria

Multinational Company is looking for

## **7 CUSTOMER SERVICE REPRESENTATIVE WITH ITALIAN MOTHER TONGUE**

### **Information:**

Recognized leader in providing platforms, skills and services to support high-value interactions at every stage of the customer life cycle. The company is focused on process optimization, customer engagement strategy, technology innovation, and ecosystem performance. Deep domain expertise, and process innovation enables the Company to deliver unique, transformational solutions for its clients.

### **The ideal candidate:**

- Language skills: Italian (level C1) and English (level B2)
- High school degree
- Is able to communicate freely in Italian with advanced level of English
- Is passionate about providing the best customer service
- Takes ownership of work and multi-task well
- Is a problem solver is able to flex to different customer profiles.

### **Responsibilities:**

Deliver a high level of customer service by:

- Handle product or service issues by clarifying the customer's cases via phone, email, mail or socialmedia and deal with them promptly, efficiently and with empathy to ensure a positive experience and satisfaction for the customers;
- Provide accurate, valid and complete information by using the right methods/tools and appropriate solutions and alternatives within the time limits;
- Build sustainable relationships and trust with customer accounts through open and interactive communication;
- Keep records of customer interactions, process customer accounts and file documents;
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer's experience;
- Contribute positively towards the achievement of performance targets in all aspects of the teams activities.

### **Conditions:**

Contract permanent , 40 hours/week

Salary: min. 900 / max 1.100 EUROgross, monthly

Training for free.

The Company can offer a Relocation support. The package includes : 7 nights in a city center hotel  
Reimbursement of travel expenses up to 250 euro; Advance payment of 540 euro; support in finding an apartment, opening a bank account and getting a Bulgarian number.

### **How to apply:**

Send your CV in English to: [eures@cittametropolitana.torino.it](mailto:eures@cittametropolitana.torino.it) (ref. BULGARIA 2)

**Deadline: 15/02/2018**