

## CUSTOMER SERVICE ADVISER

**Job location:** SOFIA, BULGARIA

**Employer:**

Delegate International

Business: Multi-Lingual Specialists

Address: CarnegieLibrary studio J - 121 Donegall Road - Belfast (Northern Ireland) - Postcode: BT12 5JL

Telephone: 028 90712773

Email: pa2@delegaterecruitment.com - Website: [www.delegaterecruitment.com](http://www.delegaterecruitment.com)

**Job Duties:**

- Providing 1st Level support to customers who are experiencing problems
- Contacting customers via phone and e-mail.
- Being able to rescue situations where the customer may be unhappy and manage to retain them
- Up selling products to existing customers
- Being able to think outside the box with regards to problem solving.
- Being able to work independently and efficiently in order to achieve individual targets.

**Qualifications / Experience:**

- Required Languages:
  - a) Spanish: native proficiency
  - b) English: Fluent Near fluency in English (training will be in English)
- Minimum education of high school diploma
- Proven experience in customer service
- Excellent customer service skills
- Excellent computer literacy
- Excellent problem solving skills.

**Working conditions:**

- Permanent contract
- Full-time - Hours: 40
- Worktime: 08:00-18:00, days to be confirmed
- Wage: 850 lev gross per month.

**Application Method:**

Please send a copy of your CV, in English, by e-mail to [pa2@delegaterecruitment.com](mailto:pa2@delegaterecruitment.com) with copy to [eures.grupomixto@sepe.es](mailto:eures.grupomixto@sepe.es). Reference: 1376689 - Customer Service Adviser

**Closing date:** 29-06-2018

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Infórmate de las subvenciones para acudir a la entrevista, y/o para el posterior traslado al país de destino si resultas contratado. Requisitos y trámites a seguir en:

[https://www.sepe.es/contenidos/personas/encontrar\\_empleo/encontrar\\_empleo\\_europa/tu\\_primer\\_empleo\\_eures.html](https://www.sepe.es/contenidos/personas/encontrar_empleo/encontrar_empleo_europa/tu_primer_empleo_eures.html)

O contacta con el Consejero Eures de tu provincia:

[https://www.sepe.es/contenidos/personas/encontrar\\_empleo/encontrar\\_empleo\\_europa/consejeros.html](https://www.sepe.es/contenidos/personas/encontrar_empleo/encontrar_empleo_europa/consejeros.html)