

## CUSTOMER SERVICE REPRESENTATIVE

**Job location:** SOFIA, BULGARIA

**Employer:**

Delegate International

Business: Multi-Lingual Specialists

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

Telephone: 028 90712773

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

**Job Duties:**

- Providing support to customers who are having difficulties with our client's products via phone, email and instant message
- Being able to build and maintain good relationships with the business who are having problems in order to keep the accounts
- Thinking outside the box with regards to problem solving
- Working towards both team and individual targets and deadlines.
- Assessing the needs of the caller and forwarding them to the correct person/department where appropriate

**Qualifications / Experience:**

- Have a university degree
- Required Languages: Spanish: Native Proficiency, English: Fluent
- Have proven prior experience in the customer service industry
- Excellent communication skills both written and verbal
- Excellent IT proficiency with a good understanding of MS office
- Good technical knowhow and/or a strong interest in technology
- Positive attitude with the ability to self motivate and engage
- Excellent organisational and problem solving skills
- Ability to break down technical jargon into language that the customer will understand..

**Working conditions:**

- Permanent contract
- Full-time - Hours: 40
- Worktime: 08:00-18:00, days to be confirmed

**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: 1376692 - Customer Service Representative

**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\\_eur\\_es.html](https://www.sepe.es/contenidos/personas/encontrar_empleo/encontrar_empleo_europa/tu_primer_empleo_eur_es.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)