



## ***CUSTOMER SUPPORT REPRESENTATIVE WITH SPANISH***

### **DATOS DE LA EMPRESA:**

**Nombre:** Bulgarian Headhunters

**Dirección:** Blvd Cherni Vrah 103, 2nd floor, 1407, Sofia — Bulgaria

**E-mail:** info@bulgarianheadhunters.com

**Web site:** www.bulgarianheadhunters.com

**Actividad de la empresa:** Recruitment Agency

### **DATOS DEL PUESTO:**

**Ocupación:** Customer Support representative with Spanish

**Nº puestos:** 10

### **DESCRIPCIÓN COMPLETA DEL PUESTO:**

Bulgarian Headhunters is a consulting company specialized in recruiting multilingual talents across Europe for our global clients in numerous sectors like IT, BPO, Finance, Healthcare services and more.

We are looking for Spanish customer support advisor.

#### **Responsibilities:**

- Answer telephone calls and deal with them promptly, efficiently and with empathy to ensure a positive experience for our customers.
- Validate customer service entitlements.
- Provide Hardware and Software Telephone support with a goal to meet set targets consistently.
- Assume responsibility and ownership for all relevant customer queries.
- Escalate calls that cannot be resolved locally, as appropriate.
- Positively manage internal relationships.
- Contribute positively towards the achievement of performance targets in all aspects of the teams' activities.

#### **Requirements:**

- High School Diploma/GED
- English: Intermediate
- Spanish: Fluent

#### **Offer:**

- Competitive salary
- A bright, modern and exciting place to work, with excellent staff facilities



- Performance related pay
- Voluntary Medical plan
- Life insurance
- Annual reward and recognition events
- Holiday pay
- Stakeholder pension plan
- Team buildings and different events

### **REQUISITOS:**

**Formación:** High School Diploma/GED

**Cualificación Profesional:** No necesaria.

**Permiso de conducir:** No necesario.

**Experiencia:** No necesaria.

**Otros:** Willingness to move to Sofia, Bulgaria.

**Idiomas:** Fluent Spanish, Working level of English

### **CONDICIONES DEL PUESTO:**

**Salario:** From 900 € to 950 € Gross

**Localidad:** Sofia.

**Inicio estimado del empleo:** July, 2017.

**Tipo de contrato:** Permanent

**Horas de trabajo diario:** Standard working hours – 8

**Horas de trabajo semanales:** 40 (Rotation shifts)

**Acomodación:** Help with relocation for candidates from abroad is offered

**Comidas:** Not provided by employer

**Costes por viaje al país:** Relocation package available for employees from abroad

**Otros:** Medical insurance, discounts, technical and soft skill trainings

**CÓMO SOLICITAR EL PUESTO:** Send your up-to-date CV in English to:  
[Y.Nikolova@az.government.bg](mailto:Y.Nikolova@az.government.bg) **con copia a:** [eures.grupomixto@sepe.es](mailto:eures.grupomixto@sepe.es)

**Fecha de cierre de la oferta: 30 de Septiembre 2017**