

Job vacancy: Customer Experience Specialist – Italian

Number of available position: 5

General information:

Location: **Sofia, Bulgaria** Form of employment: **full time** Type of contract: **permanent** Net monthly wage (Euro): **1.017** Start date: **08/05/2017**

Job description:

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:

- ✓ General requirements:
 - EU28 + Norway or Iceland citizenships
 - Residence in a EU28 country + Norway or Iceland (outside Bulgaria)
 - Registered on EUJOB4EU Platform with a complete CV in English

✓ Language knowledge:

- o Italian: mother tongue
- English: intermediate

✓ Other specific requirements:

- o Highly motivated and result orientated
- o Excellent organizational and communication skills
- Strong work ethic and the ability to work in a pioneering, dynamic and fast-growth environment
- \circ $\;$ Interest in digital marketing, SEO optimisation and website creation
- Flexible and deadline driven
- Ability to take ownership of your work





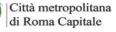
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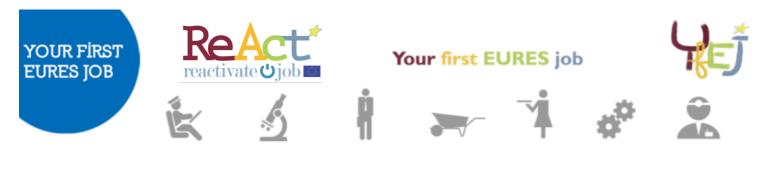






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ISCO Profile requested:

Customer services clerks Client information workers Contact centre information clerks

Other information:

1 week of Introduction training (technical, communication and practical training). Qualification agreement with the contract: 500 EUR deducted if leaving in the trial period

Procedure to participate in the selection:

To participate in the selection it is necessary to be **registered on EUJOB4EU Platform:** www.yourfirsteuresjob.eu/eujob4eu

The CV inserted must be written in in English and COMPLETED in all the fields.

Once you are registered and you have COMPLETELY filled in your CV, please send an **email to info@yourfirsteuresjob.eu**, indicating "Customer Experience Specialist - Bulgaria" in the object. Only candidates registered, with a complete CV and responding to the requirements will be contacted for the selection.



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Città metropolitana di Roma Capitale