



## 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:**
  - Italian: mother tongue
  - English: intermediate
- ✓ **Other specific requirements:**
  - Highly motivated and result orientated
  - Excellent organizational and communication skills
  - Strong work ethic and the ability to work in a pioneering, dynamic and fast-growth environment
  - Interest in digital marketing, SEO optimisation and website creation
  - Flexible and deadline driven
  - Ability to take ownership of your work



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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](http://www.yourfirsteuresjob.eu/eujob4eu)

The CV inserted must be written 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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