

Job vacancy:

Customer Experience Specialist – Italian

Number of available position: 5

General information:

Location: **Sofia (BG)**

Form of employment: **full time**

Type of contract: **Regular job (at least 6 months)**

Net monthly salary (Euro): **1017**

Job description:

Business Process Outsourcer (BPO) operating from Sofia and working for European customers is searching for 5 Customer Experience Specialists (Italian speakers).

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:**
 - EU+ Norway or Iceland citizenships*
 - Residence in any of the EU Member States + Norway or Iceland (outside Bulgaria) *
 - Registered on Reactivate/YFEJ platform with a complete CV in English
- ✓ **Language knowledge:**
 - Italian to mother tongue standards (oral and written)
 - Good command of English (at least B2 level)
- ✓ **Other specific requirements:**
 - Highly motivated and result orientated
 - Excellent organizational and communication skills
 - Strong work ethic
 - Interest in digital marketing, SEO optimisation and website creation
 - Flexible and deadline driven
 - Ability to take ownership of your work



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Procedure to participate in the selection:

Deadline to present your candidature: **Open-ended vacancy**

To participate in the selection it is necessary to be registered on EUJOB4EU Platform:

www.yourfirsteuresjob.eu

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 jobmobility@cittametropolitanaroma.gov.it**, indicating **“Customer Experience Specialist – Italian”** in the object.

Only candidates registered with a complete CV and responding to the requirements will be contacted for the selection.

** Nationals and/or residents in Norway and Iceland are eligible only for YfEj 5.0 (18-35 years old)*



Città metropolitana
di Roma Capitale

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