

**Your first EURES job** 





all all

# 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) \*
- o 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:

- o Highly motivated and result orientated
- Excellent organizational and communication skills
- Strong work ethic
- o Interest in digital marketing, SEO optimisation and website creation
- Flexible and deadline driven
- o Ability to take ownership of your work







CAPITALE LAVORO



Città metropolitana di Roma Capitale

With the support from the EU Programme "EaSi 2014-2020"



**Your first EURES job** 





#### 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: <a href="http://www.yourfirsteuresjob.eu">www.yourfirsteuresjob.eu</a>

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

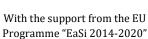
Once you are registered and you have COMPLETELY filled in your CV, please **send an email to jobmobility@cittametropolitanaroma.gov.it**, indicating **"Customer Experience Specialist – Italian"** in the object.

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