



Your first EURES job



## 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**

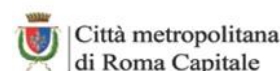
#### **Job description:**

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:**
  - EU28 + Norway or Iceland citizenships\*
  - Residence in any of the EU28 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: **15/09/17**

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

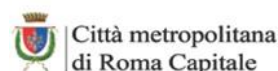
[www.yourfirsteuresjob.eu](http://www.yourfirsteuresjob.eu)

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 [jobmobility@cittametropolitanaroma.gov.it](mailto: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)*



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