



Job vacancy: Customer Care Agents – Dutch

Number of available position: 7

General information:

Location: **Sofia, Bulgaria**

Form of employment: **full time**

Type of contract: **permanent**

Net monthly wage (Euro): **1.007**

Job description:

As a Customer Care Agent your primary responsibility will be to interact with the company's customers, playing an important role in establishing and maintaining the company's reputation. Being the main point of contact for many customers, you will handle requests, inquiries and other duties that vary depending on the type of business. You will communicate with customers via phone, letter or electronic means such as live "chat", mail or social media accounts (Facebook, Twitter, etc.)

In particular your main responsibilities will be:

- Participating in on-going trainings Tasks;
- Handling incoming calls and letters by answering inquiries about products and services, handling complaints;
- Handling outbound calls by contacting customers either in response to a customer call, offering new information, or providing follow-up for problem resolution;
- Responding to email inquiries about products and services;
- Interacting with customers through social media accounts such as Facebook, Twitter, etc.
- Handling administrative tasks
- Assisting in sales: providing product or service information to assist customers in making a decision about a product/service to buy, helping generating sales lead, adding-on and cross selling by calling existing customers to recommend product upgrades, renewals, add-ons or new, unrelated purchases;
- Achieving the requested operational targets;
- Achieving the requested organizational targets: adherence, absence rate, schedule, internal rules – behavior and attitude;
- Job specific tasks varying and depending on the type of industry;



Requirements:

- ✓ **General requirements:**
 - EU28 + Norway or Iceland citizenships
 - Residence in a EU28 country + Norway or Iceland (outside Bulgaria)
 - Between 18 and 35 years old
 - Registered on EUJOB4EU Platform with a complete CV in English
- ✓ **Language knowledge:**
 - Dutch: mother tongue
 - English: intermediate
- ✓ **Other specific requirements:**
 - Highly motivated and result orientated
 - Strong customer orientation
 - Excellent communication skills
 - Flexible and deadline driven

ISCO Profile requested:

Customer services clerks
Client information workers
Contact centre information clerks

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 Care Agent - Bulgaria” in the object.

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