

## EURES VACANCY NOTIFICATION FORM

### Information about the employer

Name of employer:*	<b>HRS SERVICES BULGARIA LTD</b>
Contact*	
Your personal data:*	Your personal data is processed by the Employment Agency (EURES Bulgaria), as a personal data administrator, in accordance with current national legislation. You can learn about the Privacy Policy which contains the reason and the purposes for the processing of personal data, types of data, third parties having access to them, storage terms, rights and contact details at <a href="https://www.az.government.bg/pages/politika-za-poveritelnost-i-zashtita-na-lichnite-danni">https://www.az.government.bg/pages/politika-za-poveritelnost-i-zashtita-na-lichnite-danni</a> and in any of our offices.
Address : *	Str. Yunak 11-13, fl. 2, Sofia
Country:*	Bulgaria
Telephone number:*	
Fax:	
E-mail:*	
Web site:	<a href="http://www.hrs-bg.com">www.hrs-bg.com</a>
Type of activity :	Recruitment
Commercial registration :*	<b>UIC: 202826945</b>
Date of registration:	

### JOB DETAILS

Title of vacancy*	Email Adviser with Italian and English (NIGHT SHIFTS)
Vacancy description*	<p><b>THE OFFER:</b></p> <ul style="list-style-type: none"> <li>★ Become part of multinational company with friendly and pleasant environment, where people with diverse backgrounds and skill sets are working together to provide the best services available;</li> <li>★ Position with many possibilities for future growth and development;</li> <li>★ You can actively get involved in the company's development by providing new solutions, ideas and approaches;</li> <li>★ Working schedule - 4 days on/4 days off;</li> <li>★ Competative remuneration;</li> <li>★ Extra dinner, drinks,snacks and fruits in the office;</li> <li>★ Modern office with PS, Xbox consoles and billiards;</li> <li>★ Participation in a company training and development programs.</li> <li>★ Relocation pack</li> <li>★ Annual bonus</li> </ul> <p><b>WHAT YOU NEED:</b></p> <ul style="list-style-type: none"> <li>★ Excellent command of Italian</li> </ul>

	<ul style="list-style-type: none"> <li>★Very good understanding of English;</li> <li>★The ability to think logically;</li> <li>★The ability to work well in a team;</li> <li>★Possess strong all round understanding of basic computer software, especially Word and Excel.</li> </ul> <p><b>MAIN RESPONSIBILITIES:</b></p> <ul style="list-style-type: none"> <li>★Communication with the clients via chat and e-mail;</li> <li>★Leading the process of resolving different cases;</li> <li>★Working with specific software;</li> <li>★Answering customer queries in a timely and professional manner, by following established corporate standards;</li> <li>★Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer's experience.</li> </ul>
Number of vacancies*	10

### Main employee's duties and responsibilities

Education:	Bachelor degree
Professional qualification	
Experiences required:	No need of previous experience. In case there is an experience it will be considered as an advantage.
<b>Language skills:</b>	Italian – native or C1 English - C1
driving-licence:	
Others:	

### Terms and conditions of hiring

Weekly wage	
Estimated net month salary	1230 euro net
Location of working place:	Sofia, Bulgaria
Estimated date of employment:	
Type of contract*	Permanent
Working time/ hours per day	11 hours per night
Working hours per week	
Shifts and work on days off:	4 nights on/ 4 days off
Accommodation	
Meals:	1 extra dinner per shift
Travel costs to the country	<b>Relocation package</b>
Other:	Rich social package and Bonus system

*EURES (European Employment Services) is a co-operation network between the European Commission and the Public Employment Services of the EEA Member States and other partner organisations, that provides information, advice and recruitment services for the benefit of workers and employers wishing to benefit from the principle of the free movement of persons*

**How to apply**

Documents required by employer (i.e. cover letter, CV, etc.):	CV
Language of documents to be submitted: (official EU languages only):	English
Where to send documents required by employer (postal address, email, fax number, etc.)	Via email: <a href="mailto:daniela.dimitrova@az.government.bg">daniela.dimitrova@az.government.bg</a> please specify ref number 359697
Vacancy is current until:	30/11/2018

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