

Customer service representative with Spanish or Italian

Nordic Recruitment & Consulting offers language recruitment and business consulting, both with strong Nordic focus and reach. Nordic Recruitment & Consulting is the leading source for all Nordic speakers (Finnish, Swedish, Danish and Norwegian) in Bulgaria.

Having long experience in recruitment we value above all those things that make us successful because of our clients, candidates and partners success: trustworthiness, good communication, Can do-attitude, finding solutions, being flexible; being available. We also have genuine passion for what we do.

Contact us any time and you will receive a prompt reply with already proposed solutions for what we can do for you!

Our client is a leading global BPO & Sports Betting provider.

Main responsibilities:

- provide information to the company's clients
- handle customers' queries either via chat and e-mail or phone calls
- meeting corporate standards and procedures for better quality
- meet predetermined personal and team targets
- keep the job knowledge up to date and strive for excellence

Requirements:

- Fluency in Italian and good knowledge in English
- Knowledge of MS Office, Windows and Internet applications
- Excellent communication and multi-tasking skills
- Team player with positive attitude
- Results- and sales-oriented – an advantage
- Availability to work on shifts

Benefits:

- Opportunity to work for a leading company and gain multicultural experience
- Competitive salary and remuneration package
- Monthly and annual performance-based bonuses
- Additional Health Insurance
- Food vouchers
- Fitness program
- On-boarding and on-going training programs to develop your skills and keep them on a highest level
- Flexible working shifts with possibility to combine work and study
- Friendly team environment
- Company trip and social team activities