

## Customer Care Agent with Italian

### Description

We are now looking to recruit new members to join our Sofia office as Customer Care Agent with Italian language.

The successful candidates should be fluent or excellent in Italian in order to provide first line of support to our customers over chat, phone and e-mail.

### Responsibilities

- Receive and handle requests for customer support via chat, phone and e-mail
- Maintain detailed records and advise customers of query progress
- Escalate issues where required

### Qualifications

- Fluent or excellent Italian (verbal & written);
- Fluency in English or another European language is a plus;
- Previous experience with customers is a plus;
- Team Player
- PC skills (MS Office, Outlook, Windows 7, 8, 10)
- Availability to start immediately is preferable

### Job Benefits

- Good remuneration package with additional health coverage
- Job specific training
- Work in a multinational team of professionals across industries such as IT, Sales & Marketing and Customer Care
- Be a part of a dynamic team of young people in a friendly work environment

Please note that only successful candidates will be contacted.

### Employment Type

Full time

### Beginning of employment

Immediately

### Duration of employment

Permanent employment

### Working Hours

Monday to Friday; 10 am – 7pm

### Date posted

September 12, 2019