

## Customer Care Agent with Spanish and English

### Description

We are now looking to recruit new members to join our Sofia office as Customer Care Agent with Spanish and English.

The successful candidates who will join our team will be providing post-sale and customer support to English and Spanish speaking customers by phone, email and chat.

### Responsibilities

- Receive and handle support requests by phone, email and chat
- Maintain detailed records of their work using a dedicated ticketing system and advise customers of query progress
- Escalate issues where required

### Qualifications

- At least fluent or excellent in Spanish and English (verbal & written)
- Advanced user knowledge and experience with Internet
- Previous customer support experience is an advantage
- Effective communication skills and customer-oriented attitude
- Able to follow defined processes
- Able to prioritize tasks and work under pressure
- OS: Android, iOS and Windows -intermediate user level and related understanding of technical troubleshooting (peripheral device knowledge such as mobile devices) will be considered a plus

### 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