

TECHNICAL SUPPORT SPECIALIST- Sofia, Bulgaria

Are you ready for a new challenge abroad? Do you have an excellent level of French? You enjoy discovering different cultures and you are keen to gain experience within a multicultural environment? If so, you are the person we are looking for to join our Company! We believe in dynamic individuals with great interpersonal skills who have the drive to succeed in an international environment!

Company :

A multinational company specialized in customer service and technical support in more than 33 languages around the world with focus on building greater brand loyalty through long-term customer relationships. The company is a recognized leader in providing innovative services, solutions and technology to accelerate high-value interactions at every level of the customer's lifecycle.

Job :

We are looking for a motivated and proactive person with excellent level of French and intermediate English to provide technical support and replacement parts logistic support for the customers. This person will be the first line of contact for customers with technical problems or requiring replacement parts. The primary contact method is by telephone, but could also have to respond to written requests for support via e-mail, internet and in some cases fax.

Responsibilities:

- Answer telephone calls and deal with them promptly, efficiently and with empathy to ensure a positive experience for our customers.
- Validate customer service entitlements
- Provide Hardware and Software Telephone support with a goal to meet set targets consistently
- Assume responsibility and ownership for all relevant customer queries
- Escalate calls that cannot be resolved locally, as appropriate
- Obtain accurate customer details and amend call-handling system when applicable
- Positively manage internal relationships.
- Contribute positively towards the achievement of performance targets in all aspects of the teams' activities
- Use and improve Knowledge Bases through feedback
- Ensure through team work that all Service Level Agreements (SLAs) are met consistently

Requirements :

- French: Fluent
- English: Intermediate
- High School Diploma/GED
- Valid permit for work in EU

Offer :

- Trainings
- Competitive salary
- A bright, modern and exciting place to work, with excellent staff facilities
- Performance related pay
- Voluntary Medical plan
- Life insurance
- Annual reward and recognition events
- Holiday pay
- Stakeholder pension plan
- Team and company's events

Applications :

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