



Customer Care Support Specialist with German

At HRS, we believe the right job can transform a person's life and the right person can transform a business. We're passionate about connecting our candidates with the right job for them.

The extensive experience in the human resources industry under our belt has given us valuable insights and an extensive knowledge of the corporate cultures and thus enabled us to locate the best candidates for our clients.

HRS currently works with the leaders on the BPO market in Bulgaria. For them we are searching enthusiastic people to join the dynamic world of the Outsourcing career.

Tasks and responsibility:

- Managing communication channels related to our clients web services;
- Customer support in German language via chat/e-mail and phone;
- Participating in competition session and taking part in innovations regarding our clients business;
- Increasing customer satisfaction by using professional customer support techniques.

What you need to be:

- Fluent or native in German;
- Very good level of English language;
- Self-motivated, pragmatic, friendly and communicative;
- Customer relationship skills to manage telephone-based interactions, including escalations

What we offer:

- Excellent working conditions, in-house recreational activities;
- Great atmosphere with a professional team of 100 or even more talented and committed people;
- Opportunity to use your language skills;
- Regular feedback about your performance;
- Personal development and promotional opportunity;

Apply at emilia.chobanova@hrs-bg.com and you will get the full broad information about your possibilities with HRS Bulgaria in the BPO sector!

All applications will be treated strictly confidential.

Only short-listed candidates will be contacted.

HRS Bulgaria has License № 1510/14.09.2012 for providing human resources services, valid until 14.09.2017