

Would you like to work for a multinational company in an international environment with colleagues and clients from all over the world in Budapest which city has been voted the second best city in Europe in 2015?

If yes, you have found the job you are looking for!

Welcome to SYKES Hungary!

SYKES Budapest was founded in 1999 as the first call center in the Central-Eastern European region. The operation started with just a few employees but through hard work and dedication, SYKES Budapest has grown to have a significantly larger and stronger team. We serve our clients in the fields of IT, telecommunication and multimedia by providing multi-channel customer support in over 16 different languages.

BULGARIAN SPEAKING CUSTOMER SERVICE TECHNICIAN

Customer Service Technicians provide a professional back and front office service function for our client's project in line with the contractual agreements.

Tasks:

- Receiving and handling incoming phone calls and e-mails in Bulgarian
- Providing information and answering queries about the products
- Giving support to customers in general related questions
- Giving guidance and solving problems
- Providing a positive experience for customers
- Recording all customer interactions via the client's tools
- Ensuring all support calls and emails are answered and resolved and logged appropriately

Requirements:

- Fluent in Bulgarian language
- Conversational English language knowledge
- Advanced level knowledge of MS Office applications
- Have a strong customer service focus
- Excellent problem solving, organizational and communication skills
- Experience in administration
- Ability to prioritize workloads
- Excellent monotony tolerance

We offer you:

- Fringe benefit system
- Friendly, multicultural work environment

- Relocation package
- Help to arrange work related documents
- Paid training
- Production bonus based on your productivity
- Career development opportunities
- Hungarian language course
- Office located in the city centre
- In-House doctor
- Casual dress code
- Various company and team building activities, events, parties

FRESH GRADUATES ARE ALSO HIGHLY WELCOME TO APPLY!

If you want to join a team of committed professionals please send your CV to
karrier@sykes.com!