

Sykes Enterprises, Incorporated is a family of global companies delivering business process outsourcing services. The SYKES brand represents the benchmark in customer service. The top companies in the world rely on SYKES to care for their most valued resource- their customers. Headquartered in Tampa, Florida, we operate over forty customer interaction and fulfillment centers throughout North America, Europe, Latin America, Asia and Africa.

We are looking for an enthusiastic

BULGARIAN SPEAKING CUSTOMER SUPPORT REPRESENTATIVE

to join our Budapest Call Center and as a part of a team provide professional back and front office service function for our client's project - in line with the contractual agreements.

Your responsibilities will be the following:

- As a Customer Support Representative, you **give accurate information to customers**, who turn to you for technical or general help about the product
- Involve your customers – realise and understand their needs, provide positive experience for them
- You will be the first contact of the customers – **handling incoming phone calls and emails**, giving guidance as a friendly manner, provide support via social media
- Be proactive - identify deeper drivers of customer needs
- Don't be afraid of some administration - record all the cases to the client's tool, follow up your answered calls and emails

Our desired candidate:

- **Fluent in Bulgarian language and have conversational English language knowledge**
- **Love helping customers**, communicate clearly and have excellent problem-solving skills
- Have a strong **customer service focus**
- If you have some experience in customer service that's an advantage, but we will provide you with a professional training
- Pay close attention to the details
- **Enjoy learning new things** and develop – adopt changes easily and be flexible
- Confident user of MS Office package

If you join us:

- Coming from abroad? We help you with relocation package
- Participate in a paid, professional training lead by our trainers
- Become a member of a friendly, multicultural team
- You can develop and grow with the company as a member of our career program
- We ensure you in house doctor, fruit days and free office massage

If you are interested, please send us your CV in English to karrier@sykes.com