

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 SOCIAL MEDIA Responder**

#### **Tasks:**

- Give support through social media platforms
- Answer emails regarding technical issues and queries
- Responsible for managing relationships with community members and contributors and policing the community
- Communicate with customers, partners and internal resources in clear, positive and supportive ways
- Anticipate emerging or outstanding issues reported in the community
- Report any data or issue trends and feedback

#### **Requirements:**

- **Native Bulgarian language knowledge** and intermediate (B1) English language knowledge
- High level knowledge on Forums and online communities
- High level knowledge on Internet and online applications and services
- High level knowledge on MS Office programs
- High quality written and verbal communication skills
- Very strong comprehension skills and thorough attention to details
- Ability to communicate and customize communication style with people from varying job roles and responsibilities

#### **We offer:**

- Fringe benefit system
- Friendly, multicultural work environment
- Paid training
- Production bonus based on your productivity
- Career development opportunities

- Office located in the city centre
- In-House doctor
- Casual dress code
- Various company and team building activities, events, parties

If you are interested, please send your CV in English at [karrier@sykes.com](mailto:karrier@sykes.com)!