

Founded in 2004, Sofica Group has become the largest independent BPO provider in Bulgaria. We currently have an operational capacity of 1000 seats split in three locations – Sofia and Plovdiv, Bulgaria and Skopje, Macedonia. Our experience allows us to provide leading local and global clients with a broad range of tailored BPO, ITO and HRO services.

In regards with our partnership with HP we are inviting you to join our team as

Customer Support Specialist fluent in Hungarian, Romanian or Czech

Location – Sofia

Holding the position you will ensure the Customer Satisfaction in order to guarantee the quality of the service. Managing customer expectations is a key part of your performance.

You will be the first point of contact for the customers by creating new cases, solving or escalate as per predefined Service Levels.

Your main responsibilities will include:

Tracking the cases and CSAT results following the processes

Follow up with the customers until problem is resolved

Monitor the relevant queues

Follow up on cases assigned, creation of new cases according to the processes

To be suitable candidate you need to possess:

Excellent level of Hungarian, Romanian or Czech

Working level of English language

Excellent customer handling skills

Ability to prioritize and work under their own initiative

Experience in customer handling will be an advantage

Interested? Be welcome to send us a short CV in English stating the ref. number SOFNSM.

All documents will be treated in the strictest confidentiality.

Only short-listed candidates will be invited for an interview.