

# Customer Service Representative with German language (New Project)

Adecco is a Fortune Global 500 company and the global leader in HR services. The Adecco Group connects over 500,000 external colleagues with clients each day through its network of more than 6,600 branches, with 34,000 full-time employees in over 60 countries and territories around the world.

We believe that a better working environment contributes to a better life. So our expert consultants take time to match your skills and personality to the right company, ensuring the best fit for you.

For a new collaboration project with Adecco Bulgaria we are looking for:

## **Customer Service Representative with German language (New Project):**

### **Responsibilities:**

- Be first line of enquiry for customer calls
- Real-time collection of customers/devices data and validation of its accuracy
- Ensures that the customer is entitled to the service, validates customer contract details
- Manages the service requests through telephone and provide basic information on the already opened service requests
- Meets the deadlines and keeps the service level agreements

### **Requirements:**

- Fluency in German language
- Meets the deadlines and keeps the service level agreements
- Basic knowledge of English
- Excellent communication skills
- Excellent customer service skills
- Accuracy and precision
- Ability to work under pressure
- Time management skills and ability to work with tough deadlines
- Ability to handle multiple tasks at the same time and ability to prioritize

### **Benefits:**

- Competitive remuneration package
- Work in a multinational corporate environment
- Food & Gift vouchers
- Additional health coverage
- Standard working time; no work during the weekends
- Opportunity to work in a friendly team

If you see yourself in our role, send your CV in English to [Adecco.BG.IR@adecco.com](mailto:Adecco.BG.IR@adecco.com)

Only short-listed candidates will be contacted. All applications will be treated in strict confidentiality. Recruitment license from National Agency of Employment N=1814/ 08.12.2014.