***Please note that the position is based in Sofia, Bulgaria, and we will assist you to relocate.**

Join TELUS Digital Bulgaria as a Solutions Consultant with Polish and English for the world's biggest search engine, and become part of a dynamic team dedicated to delivering exceptional customer service. We're seeking professionals with strong communication skills to help users maximize their product experience.

Solutions Consultant with Polish and English

Miejsce pracy: Sofia (Bułgaria), dolnośląskie, kujawsko-pomorskie, lubelskie, lubuskie, łódzkie, małopolskie, mazowieckie, opolskie, podkarpackie, podlaskie, pomorskie, śląskie, świętokrzyskie, warmińsko-mazurskie, wielkopolskie, zachodniopomorskie

Numer referencyjny: Req_00157773/jobs.pl

Key Responsibilities:

- Deliver professional support for our products and services, maintaining a stellar customer satisfaction rate
- Master and efficiently utilize CRM software, ticketing systems, and other customer service tools to meet the unique needs of our customers
- Engage customers through multiple channels, including phone, email and chat
- Resolve customer inquiries within agreed SLAs, using our comprehensive knowledge base and established protocols
- Consistently meet or exceed performance goals for call handling time, first-call resolution, and customer satisfaction scores
- Collaborate with team members to share best practices and contribute to the knowledge base
- Participate in ongoing training and stay updated on product knowledge and industry trends

What You'll Need:

- Fluent **Polish** and **English** communication skills
- Strong interpersonal abilities and customer service orientation
- Ability to follow structured guides and processes
- Excellence in active listening and problem-solving
- Adaptable and quick to learn new processes and technologies
- Self-motivated with a passion for customer satisfaction

Ideal Candidate Profile:

- Customer-focused mindset and delivering exceptional service
- Excellent communication style, ability to explain complex concepts simply
- Ability to troubleshoot issues and find creative solutions
- Collaborates and shares knowledge, and contributes positively to team dynamics
- Embraces change, learns quickly, and maintains composure under pressure

We offer:

- Relocation Bonus: €1,200 Gross (paid in 2 instalments) - to support relocation and initial rent costs
- Up to 30 Days of Company-Provided Accommodation on arrival, and assistance in finding a long-term home
- Plane Ticket from your location to Sofia
- Taxi transportation directly from the airport to your accommodation
- Fully paid training
- Stable job and career development opportunities
- Attractive salary
- Additional health insurance
- More than fifty benefits and services to choose from
- Positive international working environment
- Support and learning
- Employee referral bonuses

The best part? **No tech background needed!** We're looking for enthusiastic individuals who are ready to learn and are passionate about helping others. Our comprehensive training program will equip you with all the product knowledge you need to succeed.

At **TELUS Digital Bulgaria,** we believe in growing together. We offer a supportive environment where learning is continuous, teamwork is celebrated, and your well-being is our top search result!

Does it sound like the perfect job for you? **APPLY NOW!**

About us: TELUS Digital Bulgaria is the largest employer in the CX (Customer Experience) industry in the country with over 4,600 team members. The company provides a broad portfolio of services - designing, building, and delivering next-generation digital services, AI solutions, customer experience, and more. The company's primary focus is strict adherence to all our clients' procedures and practices. We are an independent outsourcing services provider and do not function as a local representation of our partners.
Dołącz do naszego zespołu

Dam pracę w dynamicznym zespole obsługi klienta! Poszukujemy osób na stanowisko specjalista ds. obsługi klienta oraz sprzedawca. Oferujemy pracę w przyjaznym środowisku, gdzie obsługa klienta jest naszym priorytetem. Nasze stanowiska obejmują zarówno pracę biurową, jak i możliwość pracy zdalnej, dzięki czemu możesz wybrać model pracy najlepiej dopasowany do Twoich potrzeb.

#LI-DNI
#IDJob

Klauzula informacyjna:

Wyrażam zgodę na przetwarzanie moich danych osobowych dla potrzeb niezbędnych do realizacji procesu rekrutacji (zgodnie z ustawą z dnia 10 maja 2018 roku o ochronie danych osobowych (Dz. Ustaw z 2018, poz. 1000) oraz zgodnie z Rozporządzeniem Parlamentu Europejskiego i Rady (UE) 2016/679 z dnia 27 kwietnia 2016 r. w sprawie ochrony osób fizycznych w związku z przetwarzaniem danych osobowych i w sprawie swobodnego przepływu takich danych oraz uchylenia dyrektywy 95/46/WE (RODO).