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

**TELUS Digital Bulgaria** is looking for passionate **Back Office Gaming Support Specialists with German** to join our **Game Support Team** - get the job you will enjoy!

# Back Office Gaming Support Specialist with German and English

**Miejsce pracy:** Sofia (Bułgaria)

**Numer referencyjny:** Req_00122805/jobs.pl

## A typical day:

- Assist our players with any issues they might experience or report
- Focus on the player and provide the ultimate player experience
- Listen to the voice of the players and communicate it further to the appropriate teams
- Work with our team to improve our processes

## If you have:

- Fluency in **German** and a good command of **English**
- Gaming experience - you have played games and you can relate to a player’s concept, community, and mindset
- Player empathy and understanding a player’s perspective when tackling their issues
- Understanding of Player Support
- Desire to help the players as best as possible and to contribute to the team’s success

## We Offer:

- **Relocation Bonus: €1,200 Gross (paid in 2 instalments) - to support relocation and initial rent costs**
- **21 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

We care about our employees' well-being, invest in their future growth, and encourage fun and team-building projects!

**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 4,500 team members. The company provides a broad portfolio of services - designing, building, and delivering next-generation digital services, AI solutions, customer experience, and much more. The company's primary focus is strict adherence to all procedures and practices. We are an independent outsourcing services provider and do not function as a local representation of our partners.
Wir bieten vielfältige Einstiegsmöglichkeiten in unserem Kundenservice-Team. Ob Sie Quereinsteiger sind oder bereits Erfahrung haben - Sie sind bei uns willkommen! Unsere Vollzeitstellen werden in unserem Büro ausgeübt.

#LI-DNI
#IDJob

**About Company:**

TELUS Digital is the customer experience transformation partner to the world's most admired brands. Our diverse team weaves data, technology, and human ingenuity to deliver differentiated customer journeys, drive operational effectiveness, and scale AI solutions with meaningful value and positive impact.

We craft real-world solutions in the moments that matter, from customer acquisition to lifelong loyalty. Enabled by our global reach - spanning 78,000 experts in 33 countries - and deep industry expertise, we help over 600 organizations make the customer experience feel effortless.

Our solutions span Data & AI, Digital Experience & IT, CX Management and Trust & Safety. At the core of our innovation is Fuel iX™, an enterprise-grade generative AI platform that helps clients safely access and optimize leading LLMs to scale their own AI from pilot to production.

**Equal Opportunity Employer Statement**

At TELUS Digital, we are proud to be an equal opportunity employer and are committed to creating a diverse and inclusive workplace. All aspects of employment, including the decision to hire and promote, are based on applicant's qualifications, merits, competence and performance without regard to any characteristic related to diversity.

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).