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

Are you ready to take the next step in your career and achieve your next challenge?

If your answer is YES - join the leader in the CX (Customer Experience) industry **TELUS Digital Bulgaria!**

Digital Trust and Safety Analyst with German 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_00045598/jobs.pl

As a Digital Trust and Safety Analyst with German and English you will be a part of a great team and all together will:

- Review user-generated back-office information to ensure compliance with established policies
- Take prompt and appropriate action on information that violates guidelines or poses risks
- Stay updated on internal policies to ensure accurate implementation
- Identify and analyze patterns to proactively address potential risks

We’re looking for someone with:

- High attention to detail
- Ability to defend decisions and provide context in thought process
- Ability to identify patterns in behavior that can be leveraged for improved decision-making
- Strong organizational and time management skills to deal with shifting priorities and high volumes of work
- Experience investigating fraud, spam, or other types of inappropriate information is an asset

Required Qualifications:

- Ability to process sensitive information
- Fluent in German
- B2 or higher English language skill
- Knowledge of pop culture, global events, and culture of the market(s) you are serving

In return, we will give you:

- **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**
- **Accommodation during the 6-week training. After that, hybrid model with 2 days/month in the Sofia office (1 night at employee’s own cost).**
- **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 können flexibel im Büro oder im Homeoffice ausgeübt werden.

#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).