***Please note that the position is based in our office in Sofia, Bulgaria.**

We will assist you with a **Relocation Bonus - €1,200 gross (paid in 2 instalments) and 21 Days of company-provided accommodation.**

**TELUS Digital Bulgaria** is looking for passionate Player Support Specialists.

# Player Support Specialist for a Gaming Account 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_00035070/jobs.pl

## Why you'll love it here:

- Work in the amazing **TELUS Tower** - right in the heart of **Sofia**
- Modern personal **gym** with breathtaking **360° panoramic view** to fuel your wellness journey
- Vibrant **chill & gaming zones** to recharge and have fun
- Join our **Polish community** and be part of an incredible, friendly team
- **50+ benefits** and services to choose from
- **Additional health insurance**
- Employee Peferral Program: **Refer your friends and get an additional bonus**
- **Excellent career development opportunities**

## 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
- Attractive salary

## What you will do in this role:

- Help out our players with any issues they might have **via tickets and chat**
- Provide the best player experience with a case by case player oriented approach
- Identify trending issues and bugs submitted by players and communicate them to the appropriate teams

- Work with a passionate team of gamers to give our support experience a player to player feel

In this role, you will have rotating shifts across 24/7 operations

## You have:

- Fluency in **Polish** and a good command of **English**
- Player empathy and understanding a player’s perspective when tackling their issue is required
- Understanding of Player Support
- Gaming experience - if you have played games and you can relate to a player’s concept, community and mindset it will be considered as an advantage
- Desire to help the players as best as possible and to contribute to the team’s success

**It sounds 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 our clients' procedures and practices. We are an independent outsourcing services provider and do not function as a local representation of our partners.

#IDJob
#LI-DNI

**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).