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

About the Project

You'll be supporting one of the world's leading gaming companies and the creator of some of the most iconic multiplayer battle arena games. Your work directly impacts millions of passionate gamers worldwide.

Player Support Specialist for a Gaming Account 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_00035060/jobs.pl

Your Relocation Starts Here

- 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 - comprehensive onboarding program
- Attractive Salary Package above average for Sofia

Why You'll Love It Here

Work Environment

- Amazing TELUS Tower location - right in the heart of Sofia
- Modern personal gym with breathtaking 360° panoramic view
- Vibrant chill and gaming zones to recharge
- Join our German community and be part of an incredible, friendly team

Benefits & Perks

- 50+ benefits and services to choose from
- Additional health insurance
- Employee Referral Program: Refer your friends and earn bonuses

- Excellent career development opportunities

What You'll Do

Player Support

- Assist players via phone, email, and chat in German and English
- Handle technical problems, billing, accounts, and gameplay queries
- Resolve cases efficiently and escalate when needed
- Deliver empathetic, player-first solutions

Community Management

- Moderate community platforms and maintain a positive environment
- Identify trends and report issues to the appropriate teams
- Contribute ideas to improve our knowledge base and processes
- Help shape the player experience through feedback and insights

What We're Looking For

Language Skills

- Fluent German
- Good English

Requirements & Skills

- Knowledge of Microsoft Outlook, Excel, and Internet tools
- Gaming experience - ideally you've played games and understand player culture
- Team player with excellent communication skills
- Empathy and genuine desire to help players
- Strong problem-solving abilities
- Flexibility to work rotating 24/7 shifts
- Openness to feedback and continuous improvement

Ready to make a difference? Apply now and become part of TELUS Digital Bulgaria's incredible team!

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.

#IDJob
#LI-DNI

We may use artificial intelligence (AI) tools to support parts of the hiring process, such as reviewing applications, analyzing resumes, or assessing responses. These tools assist our recruitment team but do not replace human judgment. Final hiring decisions are ultimately made by humans. If you would like more information about how your data is processed, please contact us.

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).