

Consumer relationship representative with Italian

Reference:B02CRRitNR

Posted:21/04/2015

Closing date:2015/05/30

Job location: [Sofia](#)

Company Description:

One of our clients, founded in 2005, is an outsourcing partner (BPO) for European companies that is based in the Bulgarian capital city of Sofia. The foundation of the company's success consists of investing in long-term client relations and continuously striving for excellent client experience. Euroccor has a Belgian management team and has been part of the Belgian Rossel media group since 2008.

Function Description:

Our client is a global marketer of consumer and commercial products that offers a complete range of products for the office, the warehouse, the worksite, the home and even the classroom. From simple embossers, manual label makers and desktop products to industrial portables, computer-connected products, and cutting-edge software and online service. As **Consumer relationship representative** the following tasks are part of your function:

- Focus on genuine conversation and building a relationship with the consumers
- Be respond to all type of consumer enquiries and complaint handling
- Communicate with consumer through email, phone and chat
- Aim for first call resolution and escalating more complex problems to a Level 2 representative
- Support the brand by actively looking for suggestions or solutions to improve service

Profile:

To provide their Customer Service we want to attract talented professionals with the followed competencies:

- Excellent Italian and English language - both written and spoken
- Proactive approach to meeting and exceeding consumer's needs
- Ability to analyze and understand information and ideas presented in orally or in writing
- Ability to keep functioning effectively when under pressure
- Concern for achieving or surpassing results against an internal standard of excellence
- Teamwork
- Capable to effectively comply with a work schedule, quickly adapting to changes
- Desire and drive to acquire knowledge and skills necessary to perform job more effectively
- To improve quality and taking action to do so
- Familiar with MS Office

Offer:

In a dynamic and result-driven company culture you will work to create an excellent customer experience. Responsibility, respect and honesty are some of our core values! Since we believe that quality has its price, we offer more than just an attractive remuneration package.