

Role: Customer Support with French**Company Description**

We are SBT Solutions digital marketing agency focusing on niche markets and products. We deliver a full range of 360-degree business strategies in positioning, developing, and investing in customers' products in the best possible way.

The company is established in 2018 and our team is rapidly growing. Nowadays we are presented in over 8 countries and provide first-class tailor-made solutions to our customers.

Currently, the company has turned into a valuable part of the life of over 150 professionals.

Driven by the ambition of perfection, we manage to succeed where others failed. We are motivated and determined to go further and further towards success and happy customers.

Why choose us and what we offer you:

- We work in an A-class workplace surrounded by an exceptional friendly environment at a very attractive location in Sofia.
- We offer a permanent labor contract.
- With us you can discover the opportunity to work in a diverse and international team of professionals building your future career. We DO respect motivated people from all cultures and backgrounds.
- For your best start we provide a smooth onboarding process and a lot of regular company training.
- Upgrade your strengths while working. We provide access for every employee to hundreds of paid courses at Udemy platform.
- This place is the best opportunity for your professional and career growth in one of the leading companies in digital marketing serving niche markets and products.
- You can 100% rely on steady but attractive and motivating salary.
- Win-win solution: more for us = more for you. Unlimited bonuses based on KPI's and personal performance.
- Full "Luxury" package health insurance including dental care and optical glasses.
- 25 days paid annual leave.
- Exciting team-building events.
- "Multisport" card.
- Transportation allowance.
- Life insurance provided by us.
- Free coffee, food, and drinks at the office.

Your challenges will be to:

- Your daily tasks that will drive all of us forward.
- Replying to customer queries, answering inbound mails and live chat messages.
- Prioritizing tasks and keeping daily / weekly / monthly KPIs.
- Demonstrating an excellent general business and user experience knowledge.
- Reaching NPS/CSAT targets.
- Providing high-quality service to our customers.
- Dealing with customer complaints.
- Training sessions and ongoing support of new and existing customers.

Our expectations:

- The bases we need you to cover so that you would click with the team.
- Excellent written and verbal communication in French and English.
- Excellent communication and problem-solving skills.
- Shift work with occasional odd hours.
- Ability to organize and prioritize tasks and customer demands.
- Familiarity with MS Office (especially Word and Excel).
- Ability to work with minimum supervision.
- Good typing speed (approximately 50 wpm).
- Customer focus.

Are you interested? Please provide your CV at following e-mail address: dtopkova@sbtsolution.com

The personal data provided by you will be processed for the purposes of the recruitment process and will be treated in full confidentiality.