

Customer Care Specialist

At Software University we provide quality education, profession and work for thousands of young people in the most desirable career areas in the world – Software engineering & Digital Marketing.

In the effort of accomplishing our mission of training true professionals for the software industry, we are currently looking for a person, who believes in our cause and is ready to undertake the challenge of developing SoftUni to the next level.

Due to the expansion of the Customer Relations Management team, SoftUni is looking to hire its next member to join as a Customer Care specialist.

Responsibilities:

The Customer Care Assistant will be a key member of the CRM team supporting the execution, delivery and development of the University's Customer Relationship activity. The role holder will be mainly responsible for the monitoring of the quality, performance and timely delivery of the assignments placed on students. This person will be also supporting the team in improving the overall learning experience and satisfaction of our students.

Requirements:

To work as a customer services assistant, your 'people skills' will be just as important as your formal qualifications.

- Motivated person with a passion for learning and development
- A genuine interest in helping and supporting our students
- Excellent communication skills
- Attention to details
- Polite, thoughtful and friendly attitude
- Patience and calmness under pressure
- Computer and administration skills
- Good English
- Previous experience of working with people in a face-to-face setting, or over the telephone and by e-mail would be considered an advantage

Our offer:

- Challenging and interesting projects that will change the software industry in Bulgaria
- Membership in a dynamic team where creative ideas and innovative approaches are appreciated
- Competitive remuneration
- Flexible working time
- Opportunities for a career development
- Free education across the academy (internal program; open courses)
- Membership card for free access to sports facilities in Sofia and across the country

All interested candidates should send CV and cover letter to careers@softuni.bg.