

# Customer Service Representatives – German with English

ICAP Executive Search is one of the 5 leading companies in its field and specializes in searching, evaluating and selecting High and Medium level executives (ICAP completed the first Executive Selection project in 1974). Today, with organised departments in Athens, Bucharest, Belgrade, Nicosia and Sofia as well as exclusive partnerships worldwide, we can meet any customer need.

We realize that Executive Search involves a series of requirements which have to do with the client as well as with the candidates. Our professionalism and our commitment to perform our delicate and composite role in the best possible way, allows us to successfully shape careers and companies.

For one of our valued clients, a well-known international company, a leader in providing exceptional customer service, we are looking for **Customer Service Representatives - German with English** part-time and full-time to support the growth on one of their projects in the money-transferring business.

The **Customer Service Representative** is responsible for assisting with servicing customers of inbound calls.

## **Main Responsibilities**

- Assist customers with money orders, refunds, reversals, encashment, claim card processing and provide general help to customers over the phone.
- Follow standard procedure and use CRM
- Performs other duties as assigned.

## **Specific Requirements:**

- Education - Minimum High School or equivalent
- Language: German and English, minimum B2 level according to CEFR
- Experience – not required.

## **Essential Skills:**

- Good time management skills.
- Ability to work with minimal supervision within standardized procedures and a fluctuating, high volume of work.
- Ability to manage multiple short term and long term projects independently.
- Ability to adapt to changing work environment.
- Ability to provide exceptional service and defuse escalated issues.

## **The company offers:**

- Part time or full time job
- Training – 4 weeks full time paid training
- Good Remuneration
- Food Vouchers
- Additional Health Insurance
- Motivational Working Environment
- Career Development in internationally known company with great values and firm culture.

Should you like to gain experience in international company with clear rules and standard procedures and great working atmosphere, you're more than welcome to apply.

**Please, submit your CV to [hr@icap.bg](mailto:hr@icap.bg)**

**Any questions? Give us a call at 0894650920**

**We guarantee you strictest confidentiality!**