

## Customer Support Agent with French and English

Leading global fintech startup Receipt Bank are looking for Customer Support Agents to join our growing team in Sofia. The ideal candidates should possess superior soft skills, have a strong sense of empathy and responsibility.

Receipt Bank is a fast-growing leader in the emerging market for data extraction from receipts and invoices. Already the winner of numerous awards and with thousands of customers, we are now present around the world with offices in London, Sydney, Washington DC, Paris, Ljubljana and Sofia.

The aim of the Customer Support Agent is to answer and solve the questions of our existing partners, mainly Accountants and Bookkeepers of small to medium sized businesses from around the globe. It would help to maintain fantastically high levels of support and service to keep our valued users happy, satisfied and part of our future.

### Responsibilities:

- To answer the questions of existing clients via e-mail and live chat.
- To ensure queries are resolved quickly and satisfactorily, either directly or by liaising with internal teams.
- To help maintain low churn rates of clients.
- To contribute and raise the satisfaction rates.
- To monitor patterns of support queries and suggest topics that need to be covered either through online education or knowledge centre.
- To identify reasons for churn and suggest fixes.

### Experience:

- Excellent English and Fluent French
- Customer Service / Support
- Customer Support / Relationship Management tools e.g. Zendesk, Zendesk Chat, Salesforce, Google Drive, Asana, etc.

### We Offer you:

- A competitive salary.
- Friendly office atmosphere.
- Remote working if possible.
- Business trips, if applicable.
- The chance to work for an internationally renowned, award-winning company.

We are looking for people doing the following time shifts:

- Monday to Friday from 10 AM to 7 PM.

Before applying please consider how you can contribute to fulfilling our customer support vision

"Effortless bookkeeping with spot-on advices!"

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Deadline for application: 09.04.2018