



THE EXPERIENCE MATTERS

C3i Solutions is a business process outsourcer specializing in global, high-touch consumer, patient and end user engagement. Our network of global contact centers provides unparalleled, 24/7, multi-lingual support to customers in over 175 countries. Since we had opened an office in Sofia in 2005, we are constantly attracting talented people and help them develop their potential.

To ensure the expansion of our Operations Center in Sofia, we are now looking to recruit a Medical Information Specialist.

The Medical Information Specialist has a Bachelor's degree in Biological sciences, Medical Sciences, Chemistry, and Psychology.

Responsibilities:

- Confers with internal and/or external customers in order to provide information about products and/or services such as processing customer requests, orders, cancelling accounts or obtaining details of complaints over different channels of communication.
- Resolves customer questions and concerns.
- Ensures customer satisfaction and loyalty by consulting with customers, assisting customers, and resolving a wide variety of customer requests, inquiries, and complaints.
- Documents customer interactions and transactions, recording details of inquiries, complaints, comments and actions taken, to include Adverse Events.
- Obtains and examines all relevant information to assess validity of complaints and to determine possible causes.
- Ensures that production and quality expectations are achieved and meet or exceed all client contractual requirements.

Job requirements:

- Bachelor's degree in Biological sciences (Biology, Biochemistry, Biotechnology etc.), Physiotherapy, Veterinary Medicine, Chemistry, Psychology
- Fluency in English
- Excellent interpersonal and communications skills
- Willingness to learn and obtain new skills and competencies
- Availability to work on shifts (including night and weekend shifts)
- Knowledge of MS Office, Windows and Internet applications

What we offer:

- Professional on-boarding and on-going trainings
- Opportunity to build a career within a leading US Company
- Competitive salary and performance bonuses
- Social benefits package
- Vibrant environment

Are you willing to build up your career with us? - We'll be happy to receive your resume in English at europajobs@c3isolutions.com till 31th of May, 2018.