



**MM Europe Consult** is a growing company working in the area of the IT Business Consultancy Services and dealing with international partners and clients from various countries, including UK, Russia, Slovakia, France, etc.

The Company is currently looking to expand its Sofia-based Help Desk Support Team with a Customer Service Agent in a full-time role covering shifts in different patterns (including late and potentially night shifts plus weekends). The job is suitable for people with little work experience given they have the right attitude and work ethics, as well as strong customer oriented approach.

### **Job Brief**

We are looking for an enthusiastic professional to provide fast and useful assistance to our Clients. The Job purpose is to support Customers by continuously identifying process and product optimization opportunities, supporting day to day issues and solving problems in a fast-paced exhilarating environment to make the customer as successful as possible.

It is important the Candidate to have good technical knowledge (training provided) and be able to communicate effectively to understand the problem and explain its solution. He/ she must also be customer-oriented and patient to deal with difficult customers.

The goal is to create value for clients that will help preserve the Company's reputation and business.

### **Job Responsibilities (but not limited to):**

- To handle inbound and outbound calls from Clients
- To respond to queries via email, phone or CRM system
- To troubleshoot and diagnose problems
- To resolve problems with networks and other computer systems
- To diagnose system errors and other issues
- To follow up with customers to ensure full resolutions of issues
- To run reports for analysing common complaints and problem
- To assist Operations with customer installations
- To install or change software to fix issues
- To remotely access hardware or software for clients to make changes and fix problems
- To engage customers on a regular basis to build and maintain long-term relationships and address customer needs
- To communicate the Company value proposition to customers
- Possible to analyse weekly and monthly sales data to help identifying key accounts for upselling
- To collect customer feedback for service improvement and product development

### **Required Skills & Personal Qualities:**

- 1-year prior experience working in a customer facing role
- Excellent interpersonal, verbal and written communication skills
- Fluent in English, any other language is an added advantage
- Enthusiasm for technology and demonstrated technical aptitude
- Ability to thrive in a fast-paced start-up environment
- True team-player and contributes positive energy to a team
- Highly motivated, self-starter with a passion to achieve personal, team and company goals
- Strong problem-solving skills and ability to think outside of the box
- Ability to multitask and prioritize work requirements, projects and daily workflow

- Experience with CRM and workflow tools such as SalesForce, Hubspot, FreshDesk, ZenDesk, Trello, Asana, other.
- Empathy and a ability to understand customer needs
- Ability to have a flexible schedule; to cover any shift, which may include occasional after hours and weekend hours
- Flexibility for potential business trips abroad

**Considered as an advantage:**

- Knowledge of SaaS solutions
- Experience in a restaurant and/ or hotel
- Experience with restaurant/ hotel software/ POS system
- Russian language
- Online or offline sales experience
- Good command of Excel and sales data analysis
- Experience with peripherals/ printing devices

**We provide:**

- Opportunity for growth and development
- Positive and goal-oriented work environment
- Opportunity for meeting clients and partners from all over the world

No particular certification is required for this role.

If you find this opportunity suitable for you, please send your CV in English to [hello@zeerahub.com](mailto:hello@zeerahub.com). All applications will be treated in strict confidentiality. Only short-listed candidates will be invited for an interview.

For any further questions please contact [hello@zeerahub.com](mailto:hello@zeerahub.com).