

We are BULPROS.

We started our business in 2010 with just five people on board, and we are currently a global team of over 1300 professionals, working across 19 offices, located in Europe and North America.

We are an innovative global IT and BPO services, solutions and products provider, recognized as one of the fastest growing technology companies in prestigious rankings such as Deloitte's „Technology Fast 50 in CE“ and „Technology Fast 500 in Europe, Middle East, and Africa“, Inc. 5000 Europe, Financial Times 1000 Europe, and McKinsey's 2018 report “The rise of Digital Challengers”.

Our portfolio focuses on Technology Services, Cloud and Support Services, Industry Digitalization, Cyber Security, Digital Workspace and Sales Services. We have extensive vertical expertise in the Financial and Professional Services, Telecommunications, Manufacturing, Healthcare and Retail industries.

For a client of ours – a leading business services company, we are seeking fluent *Spanish*, *Italian* or *French* speakers, to join the team as **Customer Service Consultants**.

#### **Main responsibilities:**

Deliver a high level of customer service by:

- Using empathy/positive language when answering questions while they're browsing our website
- Helping each customer find their ideal car
- Spotting opportunities to provide information that your customer may require at a later stage
- Dealing with requests between booking and pick-up
- Conducting post-travel investigations after the rental has finished
- Consistently create encouraging experiences for our customers, whether they're booking online/over the phone

#### **Requirements:**

- Fluency (both written and verbal) in one of the following languages:
  - \* Spanish
  - \* Italian
  - \* French
- Working level of English
- Excellent communication and interpersonal skills
- Assertiveness
- Advanced computer skills
- Previous experience in the Customer Service field will be considered as an advantage

We provide a clear path to career development and offer support, advice and coaching every step of the way.

**Some of our other benefits include:**

- Competitive salary
- Various career development opportunities
- A bright, modern and exciting place to work, with excellent staff facilities
- Performance related pay
- Voluntary Medical plan
- Life insurance
- Annual reward and recognition events
- Paid holiday
- Team buildings and events

If you think this is the right challenge for you, send us your resume at:  
**[yana.chipilska@easyconsultbq.com](mailto:yana.chipilska@easyconsultbq.com)**