

Find your *spark* at TTEC

Non-Voice Customer Support Specialist with English

We are in search of Customer Service Superstars dedicated to keeping the customers' personal experience at the core of every interaction. As a **Customer Support Specialist** based in our office in **Plovdiv, Bulgaria**, you will play a key role in crafting and delivering exceptional customer experiences.

TTEC has an excellent opportunity for you to deliver outsourced support services to our client - financial institution that provide banking services through digital channels. Specializing in financial services, they provide an easy and secure way to invest in trading, obligations, stocks and crypto.

What would you be doing?

- Supporting clients at all levels via email;
- Responding to inquiries about how the service works and resolving client issues;
- Maintaining awareness of the competitive landscape and understanding financial markets;
- Guiding clients through procedures and providing comprehensive product knowledge;
- Establishing client trust and satisfaction through professional support.

As we highly value our employees, we provide:

- Regular working hours scheduled from Monday to Friday + Competitive salary;
- Unlimited bonuses from our Refer a Friend program - if you refer friends and they start working with us, it will be beneficial for you;
- Introductory training aimed at enhancing your customer service skills;
- Additional health insurance and reimbursement for medical and dental services;
- Food vouchers from the first month + corporate discounts;
- Crafting a roadmap for your career progression and growth within a team of seasoned professionals, leveraging the collective strength of sharing experiences;
- Collaborating with friendly, driven, and enthusiastic colleagues to thrive in a positive and enjoyable workplace.

We're in search of innovators who embody the following:

- Excellent communication skills in English;
- Previous customer service experience will be an advantage;
- Great soft skills and friendly attitude with an eagerness to learn and develop;
- Good team player, with the ability to work quickly and accurately;
- Strong ability to learn new technology and ramp-up quickly;
- Organization and prioritization skills to manage multiple tasks with resilience to changing priorities;
- Analytical skills, ability to work with data, ability to summarize complex findings.