

Find your *spark* at TTEC

Customer Service Champion with German and English

We're hiring and are looking to connect with you to help us deliver exceptional customer service experiences as a [Bilingual Customer Service Specialist](#) - German and English in our office based in [Plovdiv, Bulgaria](#).

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.

About TTEC:

We help global brands provide a great experience to their customers, build customer loyalty, and grow their business. We were founded on one guiding principle: customer experiences that are simple, inspired, and more human deliver lasting value for everyone. Your role brings that principle to life.

As a TTEC Customer Experience Champion, You'll Enjoy:

- Entirely remote work from the comfort of your home;
- Accommodating working hours so you can balance your passions with your schedule;
- Attractive salary to live your best life;
- Unlimited bonuses from our Refer a Friend program - if you refer friends who join our team, you stand to gain significant benefits;
- On-Boarding training to elevate your skills;
- Additional health insurance and reimbursement for medical and dental services;
- Food vouchers from the first month + corporate discounts;
- Collaborating with friendly, driven, and enthusiastic colleagues to thrive in a positive and enjoyable workplace.

What You'll be Doing:

As a Customer Service Representative, you will be in contact with both our business and consumer customer base, responding to multichannel queries. We strive on offering the very best levels of customer service and believe in "what we say and how we say it" leaves a lasting impression with our customers. Therefore, we will provide you with all the necessary tools, training and confidence needed to do a great job.

On a typical day, you'll:

- Support clients at all levels via Email, chat, voice;
- Respond to inquiries about how the service works and resolve client issues;
- Maintain awareness of the competitive landscape;
- Guide clients through procedures and provide comprehensive product knowledge;
- Establish client trust and satisfaction through professional support.

Why You? What You Bring:

Connections are everything here at TTEC. That means we connect with our customers, our teammates and most importantly with you. We are looking for dynamic, resilient candidates, with a positive attitude and excellent interpersonal skills. To succeed in this role, you must be a confident and enthusiastic individual who will strive to go that extra mile for our customers. If the ability to connect yourself is what you bring to the table... along with the following:

- Fluency in **German** and **English - C1** level is a must for both languages;
- Excellent communication skills;
- Proactivity, eagerness to learn and improve;
- Strong interpersonal skills and problem-solving skills;
- Good team player, with the ability to work quickly and accurately;
- Strong ability to learn new technology and ramp-up quickly;
- Previous experience in customer facing environment would be considered as an advantage.

Join our team of positive professionals and contribute to some of the most successful organizations on the planet! It's individuals like YOU who contribute to making TTEC an outstanding workplace!