



You are an ambitious person? You are communicative and result-oriented? You have a passion for growth? We have an opportunity for you:

Horizons is a leading recruitment company specializing in expert and middle management positions with more than 13 years of experience on the Bulgarian market. Our team consists of business oriented consultants with industrial specialization, professional understanding of the business trends and a pro-active approach towards recruiting and hiring through different methodologies and innovations

### **CALL AGENT with English and French**

#### **Responsibilities:**

- Support customers via telephone, email and chat, ensuring 1-contact resolution and utmost client satisfaction
- Deliver premier heroic service, with high standards of excellence (incl. quality and speed)

#### **Requirements:**

- Fluency in English and French
- Strong commitment to customers, colleagues and company
- Sound communication skills, both verbal and written
- Result-oriented nature
- Computer literacy in MS Windows, Office, Internet Browsers and other software packages
- Readiness to work on shifts and during the weekends

#### **We offer:**

- Obligatory training
- Merit-based career progression in a fast growing organization
- Competitive remuneration package which recognizes and encourages service excellence
- Cool new office.