

Our company is the biggest and most stable employer in Central North Bulgaria with history of 90-years. Our employees learn and develop continuously. We have rich a social program for all employees. We demonstrate our social responsibility in the region, providing continuous support to healthcare, culture, sports and improvement of environment. Globally we help people with our bathroom products that save valuable water and energy resources and provide high level of hygiene. We are Ideal Standard – Vidima and we are part of Villeroy & Boch AG since 29 February 2024.

For our **Boutique Shared Service Center**, operating with **standard working hours** /8:00 - 17:00/, **no shifts** and **with flexible home office** policy

Ideal Standard - Vidima

is now looking to employ a motivated professional for the position of

Back-office Specialist with FRENCH

Your tasks:

- Obtain and create of orders, credit notes, debit notes in SAP, Salesforce or CRM
- Utilize technical knowledge to prepare quotation packages based on the product content.
- Interpret customer requirements and match products to customer specifications/drawings.
- Collaborate with the Sales Teams to ensure the documents are technically compatible, competitive, and clarify that all requirements of the project are met.
- Liaise with colleagues or managers to find the best solutions to customers' issues.
- Identify common problems and escalate them to management, along with possible suggestions for improvement, wherever possible.
- Familiarize yourself with new products and services as they are introduced.
- Embrace and fully utilize new tools and technology to improve efficiency.
- Support administrative and clerical tasks, such as data entry, preparing invoices, filing paperwork, and contacting clients to discuss their accounts.

Your profile:

- An university graduate or a student (3rd – 4th year).
- Fluent French language.
- Confident use of MS Office /MS Excel/.
- Very good written and spoken English – would be a plus
- Has experience in working with ERP (SAP) or Salesforce systems – would be a plus.

Personal skills:

- Team player eager to contribute to a collaborative team environment.

- Excellent listening and interpersonal skill, with solutions mindset and passion for customer satisfaction.
- Ability to handle multiple priorities and manage deadlines.
- Flexible and quick learner, able to adapt to continuously evolving needs.
- Highly motivated with strong attention to detail and follow-through,
- Ability to work creatively and analytically in a problem-solving environment.
- Dedicated and ambitious

We offer you:

- ✓ an opportunity to use your skills and experience and make a valuable impact in our international organisation.
- ✓ to be part of an international team inspired by shared, ambitious goals.
- ✓ an induction program where you will be trained in the required systems and processes.
- ✓ additional medical insurance.
- ✓ meal vouchers.
- ✓ standard working week and hours, no shifts work.
- ✓ company sponsored bus transportation from / to Gabrovo and Veliko Tarnovo
- ✓ minimum of 25 days of paid vacation.
- ✓ location: modern office space in the centre of Sevlievo
- ✓ Hybrid mode of working (work from home and from the office premises).

If you are interested in this opportunity, please send your CV in English at **jobsbg@idealstandard.com** not later than **31 October 2024**.

Only shortlisted candidates will be approached. All applications will be considered under the terms and conditions of confidentiality in accordance with the regulations of personal data.