Customer Service Agent with German or French

Location: Sofia

Imagine starting a new chapter in your career – in an international environment that truly supports and encourages you. As a Customer Advisor (m/f/d) with German or French skills, you'll be the person customers turn to for help, answers, and smooth solutions. You'll handle inquiries, resolve issues, and make sure every customer ends the conversation with a positive experience.

With us, you'll enjoy a modern workplace and real flexibility – work in a hybrid model after completing the training period with the schedule that fits your life best – 4, 6, or 8-hour shifts. If you're eager to learn, enjoy a dynamic and innovative environment, and want to be part of an exciting new project, this is your chance to join us.

Your responsibilities:

- Assist customers through various channels (inbound calls and messages)
- Analyze and resolve customer questions
- Share information on administrative and technical requests (products, invoices, etc.)
- Make system changes
- Escalate issues or calls to other departments

Our requirements:

- C1+ level of German or French is essential
- Customer-oriented thinking and attitude
- Excellent organizational and communication skills
- Good knowledge of MS Office
- Willingness to work flexible hours

What's in it for you?

- **Flexibility** that works for you – enjoy our **hybrid model**: 2 days from home, 3 days in the office (after training).
- **Financial stability** from day one – a **guaranteed training bonus**, plus performance-based bonuses once you're fully onboard.

- **Extra opportunities** to shine – join **project initiatives** and earn **additional rewards** (both material and non-material).
- Stay fuelled and focused – benefit from **meal vouchers** every month.
- Take care of your health – with **supplementary medical insurance**.
- **Bring a friend, get rewarded** – our **referral bonus program** gives you extra perks when you recommend new colleagues.
- Thinking of **relocating?** – we'll support you with a **flat for first 2 weeks and cover part of your flight tickets**.
- **Work-life balance** that matters – friendly teams, supportive leaders, and a positive atmosphere.
- **International experience** every day – collaborate in a diverse, multinational environment influenced by British and Swiss culture.
- **Inclusive employee networks** – join communities that celebrate diversity, where you can connect, share, and learn.
- **Practical everyday support** – **open a bank account right in the office and get help with tax ID issuance or Bulgarian ID cards** if you're moving from abroad.

Лице за контакт:

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About Capita

Capita is a digital consulting, transformation, and services company. Every day, our colleagues help millions of people by delivering innovative solutions to transform and simplify the connections between businesses and customers, governments, and citizens. We partner with our clients and provide them with the insights and cutting-edge technologies that give them back their time, allowing them to focus on what they do best and making people's lives easier and simpler. We have offices in the UK, Europe, India, and South Africa. Capita is a leading business services provider employing over 34,000 people across the UK, Europe, India, and South Africa.

We are an equal opportunity employer, which means we will consider all qualified applicants regardless of gender identity or expression, ethnic origin, national origin, religion or belief, age, sexual orientation, disability status, or any other protected characteristic. We recruit and develop our people based on merit and passion for improving results, and we are committed to creating an inclusive environment for all employees.