

Now Hiring:

# Turkish Speaking Customer Service Agent



We're looking for talented and professional individual to fill this open position.

✓ **Main tasks**

- Provide information to the company's clients
- Handle customers' queries via chat and e-mail or phone calls
- Meet CSMS's corporate standards and procedures for better quality
- Meet predetermined personal and team targets
- Keep the job knowledge up to date and strive for excellence

✓ **Required skillset**

- Native level in Turkish language
- Fluency in English (level C1 CERF or above)
- Knowledge of MS Office, Windows and Internet applications
- Excellent communication and multi-tasking skills
- Team player with positive attitude
- Motivation for development
- Results- and sales-oriented - an advantage
- Availability to work on flexible shifts

✓ **CSMS is here to offer:**

- Competitive salary and remuneration package
- 25 days paid annual leave
- Additional Health and Dental Insurance
- Fitness program – Multisport Card
- Monthly travel allowance
- Taxi vouchers depending on the shift
- Book allowance
- Annual Bonus based on results
- Food vouchers, free foods and drinks in the office
- On-boarding and on-going training programs
- Flexible working shifts with possibility to combine work and study
- Friendly team environment
- Company social team activities and events, Christmas party, Kids Christmas party, team fun nights

If this job opportunity is interesting for you or someone you know, you can apply by sending a CV in English to [CSMS-HR@csms.bg](mailto:CSMS-HR@csms.bg)  
All applications will be treated in strict confidentiality.

