

eBG.bg's mission is to create user friendly and innovative products and services by utilizing forward thinking and state of the art technology. The company has a wide experience in the financial and government sectors and is in a successful partnership with multiple companies of various sizes.

The solutions and products offered by eBG.bg not only provide a centralized, secure and reliable platform for electronic payments but also include various Internet and mobile services, as well as offer them via flexible and easy to use channels. We aim to provide services and support with supreme quality to our clients and partners.

eBG.bg Service Center Consultant

Responsibilities:

- Tracking, managing or transferring issues
- Assists both end clients and business partners with questions or issues via several possible communication channels
- Analysis and reporting of CSC activities
- Producing and maintaining Knowledge Base Documentation
- Producing and maintaining functional documents
- Tracking and verifying information about eBG.bg on third party sites
- Taking an active part in functionality testing
- Participate in the ongoing improvement of the eBG.bg services
- Provide input for the new eBG.bg products
- New merchant and service integration

The "eBG.bg Service Center" is not only our face in front of clients and business partners but also the place where the developed products meet the exacting market. Therefore, working in the center provides a really good opportunity to be involved in almost all processes in the company and to acquire a broad and valuable work experience.

Requirements:

- A college or a university degree is a plus
- Customer Support Experience is a plus
- Excellent communication skills
- Gramatically correct written and oral Bulgarian language
- Good written and spoken English is required
- Other foreign languages are a plus
- Computer skills
- Experience with web applications / Internet
- Some knowledge about web programming and web design is an advantage
- Pro-active, responsible and organized person
- Good teamwork is required

We offer:

- An interesting and dynamic work environment
- A real opportunity to participate in the development of the future of the company
- Professional development
- Flexible work time

Valid until: **12.06.2011r.**

If you wish to join us, please, send your cv and motivation letter via e-mail to: jobs@ebg.bg. Be sure to specify the position(s) that you apply for.

However, if a suitable position is not listed, but you wish to join our team anyway, do not hesitate to contact us because we value people and interest and desire is what we constantly look for.