

We are hiring a

Customer Service Specialist with English skills (m/f/d)

We are looking for a Customer Service Specialist for our office in Sofia, who will service and guide our clientele in Bulgaria and the Eastern European markets.

EMPLOYMENT

Full time

STARTING DATE

Immediately

LOCATION

**Sofia,
Bulgaria**

HOME OFFICE

**40%
Home Office**

About Tradewind

We - the Tradewind Group – are one of the leading international trade finance companies and we made it our mission to continuously expand globally. The Tradewind Group has offices in New York, San Francisco, Shanghai, Hong Kong, Istanbul, Sofia, Budapest, and Karachi as well as in Dhaka, Dubai, Peru, Brazil and India.

Tradewind is an international trade finance company that is comprised of experts around the world that truly understand international trade and cash flow management to sustain and grow businesses. We provide liquidity for enterprises in developed, emerging, and frontier markets trading internationally.

What the job expects:

- ✓ Be a “360 degree” point-of-contact liaison between client and internal teams — understanding and balancing clients’ needs and requests against internal risk controls, policies and operational requirements.
- ✓ Providing professional service and solutions to our customers
- ✓ Receiving, processing, and submitting client funding requests, as a ‘first-line loan officer’ to the Operations Team
- ✓ Daily client update regarding all account-related information and developments
- ✓ Performing ongoing client account cultivation and development to increase revenue potential
- ✓ Maintaining a high degree of client satisfaction and high rate of client contract renewals
- ✓ Developing referrals and leads from client relationships, to pass on to business development team
- ✓ Engaging in high-level problem solving, and proactively introduce solutions to clients

- ✓ Becoming an expert on clients' businesses and industries
- ✓ Demonstrating a calm, professional demeanor in a sometimes high-stress environment
- ✓ Other assignments as required

What we are looking for:

- ✓ University degree in Economics or final year at University
- ✓ Minimum 2 years work experience in factoring/banking/leasing/collection/insurance industry.
- ✓ Previous experience as a Client/Account/Key Account Manager/Customer Service Specialist of corporate clients in a bank/non-bank financial institution will be an advantage.
- ✓ Business awareness
- ✓ Client centric approach with the desire to work with clients and ability to work in a team
- ✓ Ability and willingness to take on full responsibility for the assigned clients and tasks
- ✓ Strong verbal skills with excellent skills in spoken and written English
- ✓ Integrity and loyalty
- ✓ Strong personality
- ✓ Organizational skills and ability to prioritize tasks
- ✓ Previous experience with MS Office (Excel, Word, Outlook)
- ✓ Willing to learn and develop

What we are offering:

- ✓ A long-term career in trade finance
- ✓ A position in which you can develop your horizon within a vibrant international organization
- ✓ Friendly team environment in an international financial institution
- ✓ On the job and product training
- ✓ Competitive salary
- ✓ Christmas Bonus
- ✓ City travel card
- ✓ Flexible office/home office approach after the initial training
- ✓ Varied tasks and the opportunity to drive forward a long-lasting, sustainable financial product that offers great benefit to the economy.

Reach Us:

If you are interested in this position, please contact Ms. Klarissa Blatnik and Mr. Rafi Shirinyan at careers@tradewindfinance.com by sending your CV in English.

We will contact only applicants that qualify for an interview for the offered position. All personal data provided by you is protected accordingly to the personal data protection law and will be used only for the selection of the candidates for this job advertisement.

Your Contact

Rafi Shirinyan

Regional Credit Manager for Europe

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