**📧 For more information or to apply, please submit your CV to** [**earlycareer@sutherlandglobal.com**](mailto:earlycareer@sutherlandglobal.com)**.**

**Starting date 21.07. 2024**

**🌟 Join Us as a Luxury Hotel Customer Advisor with Italian and English! 🌟Work at home**

Welcome to Sutherland!

Sutherland is a global leader in Customer Experience Management (CXM). For over 37 years, we have been dedicated to taking care of our clients' customers, continuously accelerating growth through cutting-edge solutions and robust automation.

🌍 Our Presence in Bulgaria

Since 2008, Sutherland has been operating in Bulgaria with over 2,000 employees across Sofia, Varna, and Burgas, as well as in work-from-home mode, providing customer service and technical support in 17 languages.

🚀 Join Our Growing Team!

Work on exciting projects for some of the world's biggest brands and develop new skills in a supportive and dynamic work environment.

**What Are We Looking For:**

Our client is a global leader in hospitality with over 100 years of experience, 19 brands, and more than 7,000 hotels across 123 countries. They offer business and leisure travelers the finest in accommodation, service, amenities, and value, along with an award-winning guest loyalty program with over 145 million members. As representatives of this global leader in hospitality, our mission is to inspire people to travel to the best destinations and our beautiful properties, providing a reliable and friendly service that sets us apart from other providers.

**Your Tasks:**

📅 Checking availability at our hotels around the world.  
🏨 Providing advice on hotel properties, available rooms, and packages.  
🌍 Identifying individual travel needs and preferences, offering the best solutions.  
🛎️ Managing hotel bookings, including making, changing, or cancelling reservations as needed.  
🤝 Expanding our network of loyal guests and assisting members with their accounts.  
📞 Redirecting guests to other responsible departments as necessary.

**Our Requirements:**

🗣️ Excellent verbal and written skills in Italian (B2H/C1 Level).  
✍️ Good verbal and written skills in English (B2 Level).  
🛠️ Previous experience in customer service is an advantage.  
💻 Intermediate technical PC knowledge and ability to multitask.  
💬 Strong communication skills and ability to maintain good relationships with customers.  
😊 Positive attitude and great interpersonal skills, with a “can do” attitude.  
📝 Ability to present complex information in a simple and understandable way.

**What You'll Get:**

🛡️ Long-term job security with a permanent contract.  
🏥 Additional health insurance and life insurance.  
🏝️ 24 days of paid annual leave, including 3 wellness days.  
⏰ 1.5 hours of paid breaks per day.  
🍽️ Food vouchers.  
🚀 Clear career path within the company.  
🏡 Ability to work from home.  
💰 Extremely competitive salary.  
🎓 World-class on-the-job training.

**More Reasons to Join Us:**

📑 Fully digital employee services through eSignature.  
🆘 Employee assistance program, including 24/7 access to psychological support.  
🎁 Employee discounts portal featuring over 20 exclusive discounts.  
🔗 Employee referral program.  
🏅 Rewards and recognition program.  
🌍 Relocation package if you are relocating from another city or country.  
🏋️‍♂️ Multisport card partially covered by the company.  
📚 In-house learning and development portals with training options for certification.  
🎉 Multiple events organized for employee engagement and wellness initiatives.  
🎀 Gift for birth or adoption.  
🌱 Corporate social responsibility events and team buildings.  
🌏 Exposure to global business know-how.

**Are you ready to embark on your next adventure? If so, we’d love to hear from you! Apply now! 🚀**