



## CUSTOMER SERVICE SPECIALIST - BULGARIAN SPEAKING IN INTERNATIONAL ENVIRONMENT, PADBORG

*Can you see yourself in a workday using a large part of your day communicating in Bulgarian with customers and partners per e-mail and telephone? And when you are not on the phone or writing e-mails, the work consists of other administrative tasks, for example to register documents for VAT Refund. If it sounds like a job for you, please send us your application.*

### ABOUT THE JOB

You will be a part of an organisation with colleagues from more than 20 countries. The VAT Refund department consists of several teams, that collaborate closely with each other.

The job requires that you work from our head office in Padborg, Denmark, but we offer the possibility for you to choose whether you prefer to work part-time (30 hours per week) or full-time (37 hours per week).

### ABOUT THE TASKS

Your most important tasks will be to:

- Deal with inquiries from authorities and customers primarily by telephone and e-mail
- Provide good customer service
- Register a variety of documents we receive to be able to make VAT Refund for our customers. Several of our workflows are automated, however there will also be manual tasks.

### ABOUT YOU

- You speak and write Bulgarian fluently
- You speak and write English or Danish at CEFR level B2 or C1
- You take responsibility
- You work in a structured way both alone and as a part of the team
- You maintain an overview even if you are dealing with several cases at the same time

- You thrive in a job that requires structure and is governed by set deadlines
- You have experience with office work and master the common it-tools (MS Office and web applications).

### IF YOU HAVE QUESTIONS

If you have questions about the position, you are welcome to contact VAT Refund Team Manager René Noisen Knudsen.

You apply for this position by sending your job application and CV through the link as soon as possible and before 5 November 2021. We will be conducting interviews on an ongoing basis.

### FDE A/S

Lyren 1, DK-6330 Padborg  
Denmark

### DEADLINE FOR APPLICATIONS

5 November 2021

### APPLY HERE

<https://app.jobmatchprofile.com/m7chmd>

### CONTACT

René Noisen Knudsen  
T: +45 6020 8408  
E: [rnk@fde.dk](mailto:rnk@fde.dk)



### ABOUT FDE

*FDE A/S is a well-run and development-orientated commercial part of the ITD Group. ITD is a private business association for the professional transport and logistic companies with several member service offerings and an international group with a variety of commercial activities. We are at the forefront of digital transformation of the Danish road transport of goods, just as we support the green transition. The commercial subsidiary companies FDE A/S and VIALTIS serve transport customers in whole Europe with VAT refund and payment solutions for motorways by, among other things, being responsible for the application process to the European authorities.*

*The ITD Group employs 230 competent employees from many different nationalities. We are headquartered in Padborg and have offices in Copenhagen, Aarhus and Brussels and are represented in 11 other countries via subsidiaries.*



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