



Administrative employee for interaction with Bulgarian customers for FDE A/S, Padborg

- VAT Refund Specialist, International VAT refund

In cooperation with your Bulgarian colleagues, you shall attend to the communication with customers and cooperation partners mainly from Bulgaria – both in speech and writing. In that way you will spend much of your 37 hours working week giving customer service. Apart from that you work with the administrative tasks that are associated with VAT refund, and especially reply to questions from European authorities. It is necessary that you master the Bulgarian language in speech and writing. And apart from that you must also have a working knowledge of English and preferably Danish as well.

About FDE A/S

FDE A/S is well-organised and development-oriented commercial subsidiary of the ITD Group. ITD is an association for the Danish professional and growth-oriented transport and logistics companies with comprehensive member service offers. At the same time, we are an international group with a wide range of commercial activities. Through the commercial subsidiaries, FDE A/S and VIALTIS, we serve transport companies all over Europe with VAT refund and payment solutions for motorways by being responsible for the application process to the European authorities. The ITD Group is an exciting workplace with 270 competent employees of many different nationalities. Our headquarters are in Padborg, Denmark with offices in Copenhagen and Brussels, and we have commercial subsidiaries in 11 other European countries.

Tasks in connection to VAT refund

FDE A/S is the service partner and specialist for the customers in matters concerning VAT refund from abroad. We apply for VAT refund by the national authorities in all EU countries and in a few countries outside the EU.

You will be part of a team counting colleagues from different countries. The team and your team manager sit together in an open-plan office.

Your main job will be to handle and reply to questions from authorities and to give good service to customers and cooperation partners, mainly from Bulgaria. The main channels of communications are by telephone and e-mail. We will surely introduce you in a good way to the service you will have to provide. We make continuous analyses of our customer satisfaction. We are known for quality and good service, and we want to keep this level as well as our position as leader in the market.

Qualifications and experience

- You speak and write Bulgarian fluently. Apart from that you have good knowledge of English and/or Danish
- You like to have customer contact, handle customer inquiries and provide your best quality answers
- You provide super service and communicate well
- You have experience from a similar office job
- You thrive in a job that demands structure, and which is under the influence of fixed deadlines
- You master the most used IT tools like MS Office and web-applications
- You are responsible.

Application

If you have questions about the job you are welcome to contact VAT Refund Team Manager Niels A. Tästensen on +45 7430 3300 or via e-mail nat@fde.dk. Please send you application as quickly as possible. We interview ongoing and hire when we find the right person. Apply on this link <https://app.jobmatchprofile.com/4htprt>

Learn more about us on fde.dk and vialtis.com