

Spanish Speaking Travel Experience Advisor for Airbnb

Our Partnership with **Airbnb** gives you a unique opportunity to become a part of the global team that focuses its attention on positively impacting the experiences that customers have when interacting with Airbnb by providing exceptional customer support at all levels. To achieve this mission, you will go the extra mile to support all who interact with **Airbnb**.

We are looking for an enthusiastic **Spanish Speaking Travel Experience Advisor for Airbnb Account** to join our **NEW Team**.

If you are already an expert in the ins and outs of the **Airbnb** site and have exceptional people skills, then you are just the type of person we want to talk to. This team will be on the front lines working with our users every day.

- **number of vacancies** – 10
- **place of work, accommodation assistance** - Sofia, Bulgaria / Relocation assistance
- **type of employment contract**/term or indefinite/, for what duration - Permanent (6 months trial period)

Responsibilities:

- Provide friendly and efficient service to the worldwide Airbnb community
- Be the first point of contact to handle and resolve customer complaints/queries
- Respond professionally and with empathy to inbound/outbound phone calls, messaging, chat channels
- Demonstrate ownership of user queries until resolution
- Investigate, identify and escalate issues appropriately, by prioritizing urgent and sensitive matters
- Investigate, identify and escalate issues appropriately
- Compose thoughtful and accurate messages or customize prepared responses to customer queries
- Research information and troubleshoot problems using available resources
- Recognize product and process issues that impact our community and submit reports and feedback
- Maintain accuracy and security of customer information on Airbnb systems

Requirements:

- Fluent in **Spanish** (written and spoken) and have a good knowledge of **English** language
- Patience, empathy, and an ability to demonstrate confidence when imparting information
- Ability to positively communicate difficult messages
- Previous experience in hospitality/call center will be considered an advantage
- Ability to work in a fast-changing environment
- Investigative skills with strong communication and interpersonal skills
- Proactively and independently work to meet targets and goals

We offer:

- **Relocation assistance**
- Fully paid training
- Stable job and career development opportunities
- Attractive salary. Payment - 2000 BGN
- Additional health insurance
- 50+ benefits and services to choose from
- Positive international working environment
- Support and learning
- Employee referral bonuses

We care about the well-being of our employees, invest in their future growth, encourage fun and team-building initiatives!

Does it sound like the perfect job for you? **APPLY NOW!**

Please send Letter + CV in English by email to recruitment.bg@telusinternational.com with copy to: pcpmixto.eures@sepe.es quoting the name of the vacancy **Spanish Speaking Travel Advisor** in the covering email.

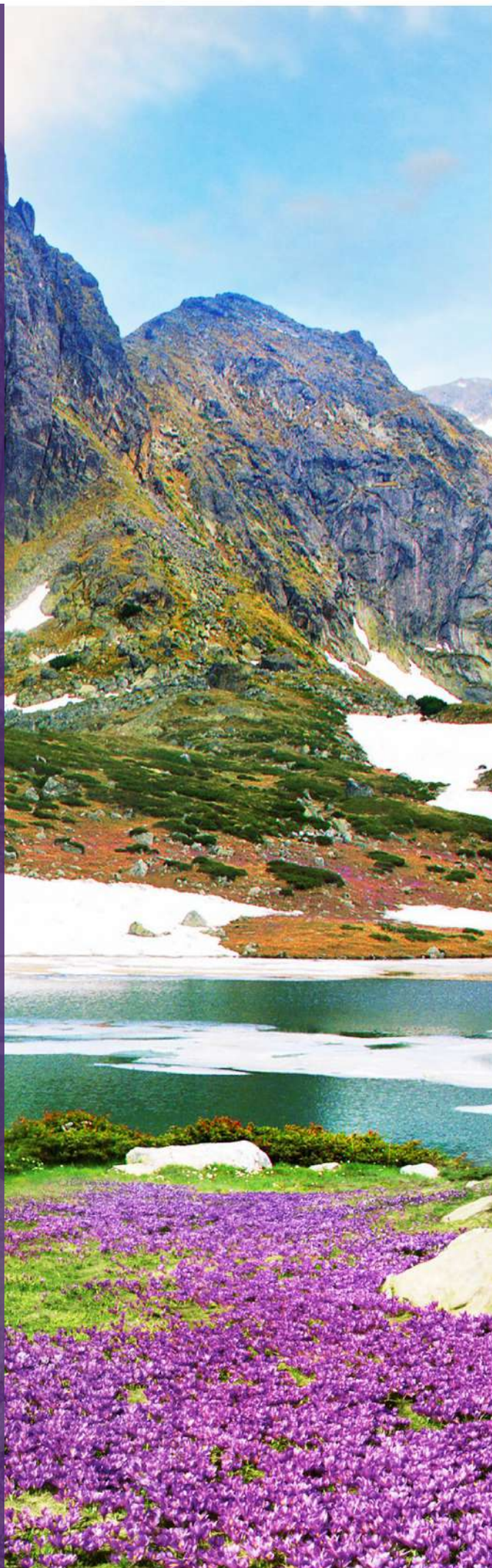
- **application deadline** - 15.12.2022

About us: TELUS International Bulgaria is a publicly traded company (NYSE & TSX: TIXT) and is the largest employer in the CX (Customer Experience) industry in the country with over 4,200 team members. The company provides a broad portfolio of services - designing, building and delivering next-generation digital services, AI solutions, customer experience and much more. The company's primary focus is strict adherence to all our clients' procedures and practices. We are an independent outsourcing services provider and do not function as a local representation of our partners.

See information about our relocation package below.

TELUS International Bulgaria

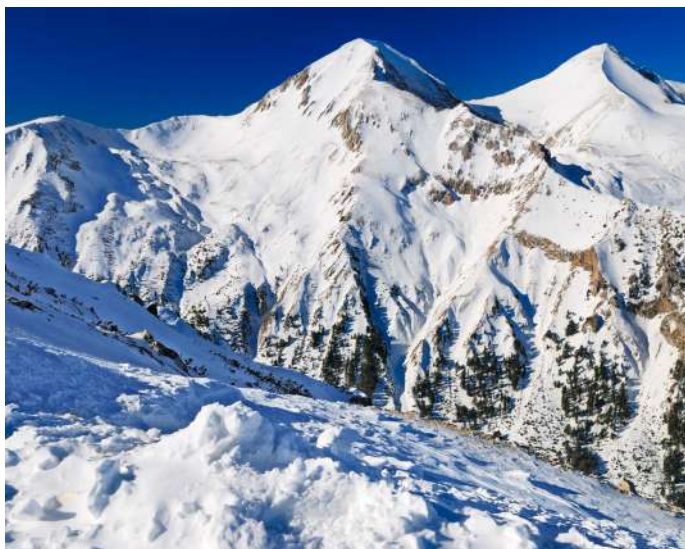
Relocation Booklet



About Bulgaria



Bolata Beach



Pirin Mountain



Krushuna Falls

Bulgaria is a Balkan country with a significant variety of nature environment – seaside and beaches, mountains, rivers, caves, fields, lakes, forests – diverse land shaft that has been protecting us for centuries from dangerous nature's behavior and provides us with a generally favorable climate.

Geography and Population



Bulgaria is located at the crossroads of Central Europe, with borders at the Black Sea, Romania, Serbia, The Republic of North Macedonia, Greece and Turkey.



Sofia (capital) and Plovdiv are two of the biggest regional cities in Bulgaria with the highest developed economy.



Sofia has a population of approximately 1,242 million (2018) and Plovdiv 668 334 (2019) people.



The outsourcing sector generates 7,9% of the salaries cost in the country economy and employs over 69 000 people over 3,1 million employed in the national aspect.

About Bulgaria



Climate – Bulgaria has a continental climate with four seasons which provide a great opportunity for winter and summer sports. You can go skiing, snowboarding and hiking at Mountain Vitosha which is 15 km away from the Sofia city center. The hot summer days can be spent by the seaside which is 350 km away from Sofia (and 250 km from Plovdiv)



Time zone - Winter time: UTS +2 hours (October through March), Summer time: UTS +2 hours (April through September)



Official Language - Bulgarian



Religion - 86.6% of the population is Eastern Orthodox, 13% is Muslim. The Bulgarian Orthodox Church is autonomous and headed by a Patriarch



Currency - Bulgarian LEV (BGN)
The BGN is pegged at one euro equals 1.95583 leva



Emergency phone number (firefighters, ambulance, police): **112**

Detailed information about the above and more about the **history**, **travel basics**, **food**, **communication** and **electricity** specifics you can find [here](#)

About Bulgaria

Speaking of travel, have you heard about The Roman-era Ancient Theatre of Philippopolis, which once seated around 6,000? It's located in the city of Plovdiv. Not far away from it you could visit the Valley of roses. Bulgaria is one of the biggest and oldest producers of rose oil in the world. That and more beautiful destinations you can research [here](#).



Philippopolis



Plovdiv



Rose Festival

About Bulgaria

Cost of living

The average salary in Sofia is EUR 921 and EUR 570 in Plovdiv (gross), as of March 2020.

The salary taxes regulated by the Labor Code in Bulgaria are approximately 20% of the gross salary (there is a little difference in this percentage for EU countries and non EU countries), including contributions to the national health insurance fund and the national unemployment fund.

You may find a detailed analysis of the cost of daily life in [Sofia](#) or [Plovdiv](#), from rent to food, transportation, utilities and clothing, by clicking on each city.

Currency

1 EUR = 1.95583 BGN

1 BGN = 0.511292 EUR

Bank notes: 5, 10, 20, 50, 100 BGN LV

Coins: 1, 2, 5, 10, 20, 50 (stotinka), 1 and 2 LV



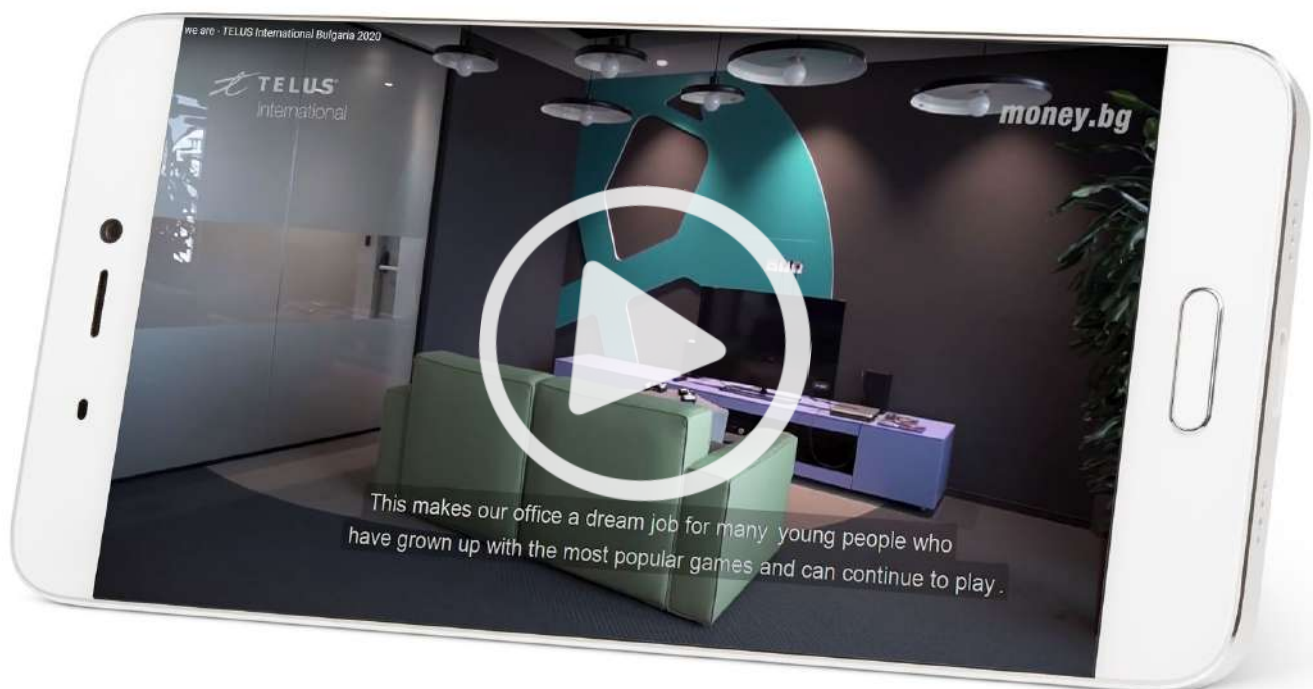
Our Offices

Our offices are famous for their innovative, fun and pleasant design, with a positive impact on team members' satisfaction and happiness at work. Recognized as one of the most innovative and inspiring workspaces in Bulgaria.

With a great location our offices are just a few steps away from a large list of restaurants, theaters, clubs, parks, stores, libraries and many more entertaining places.

We invite you to take a virtual site tour of our state-of-the-art offices and see one of the reasons why we're called #TheFeelGoodCompany. **Click the Play button below:**

<https://www.youtube.com/watch?v=Ux3yx8E6hik>



TELUS Tower

Sofia



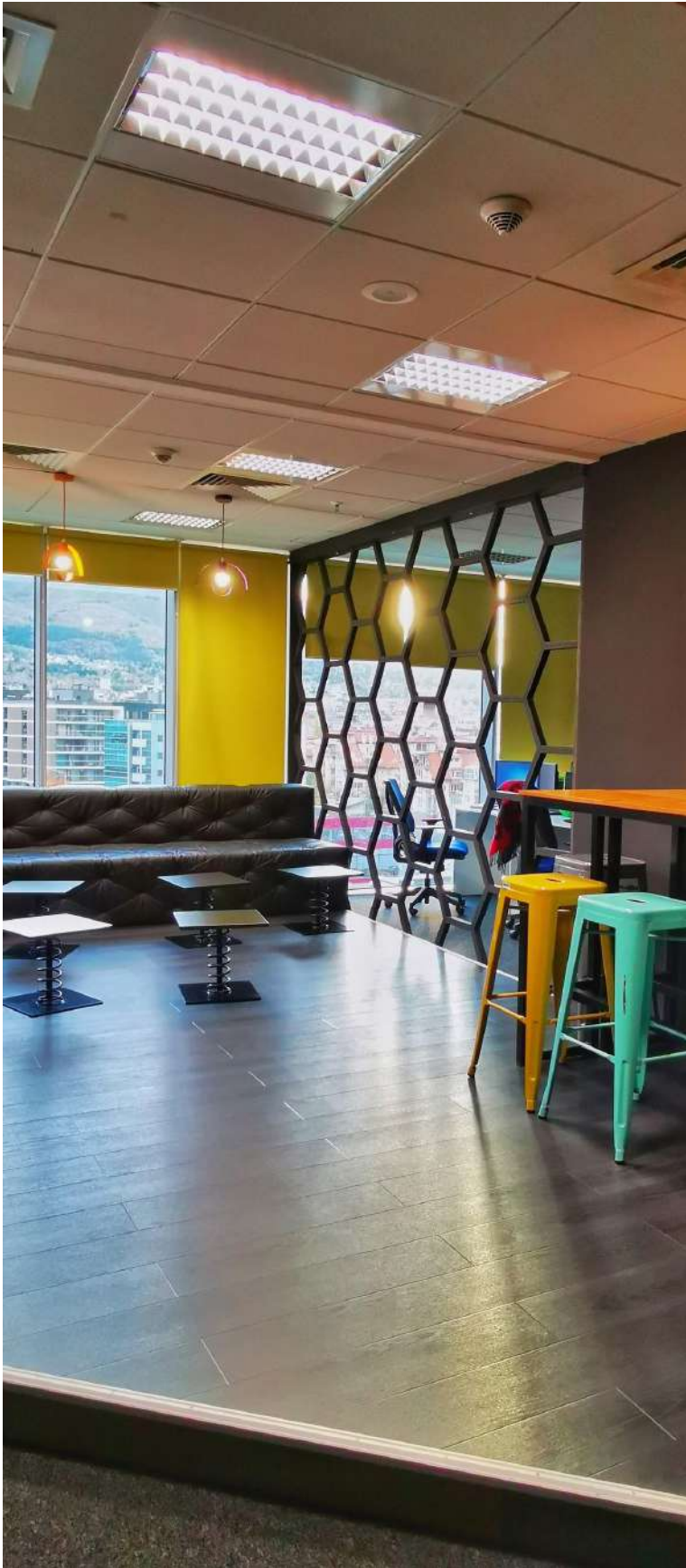
TELUS Tower



Infinity Tower

Sofia

Infinity Tower



Capital Trade Center Plovdiv



Capital Trade Center



How to reach TELUS International offices

Our offices are easily accessible via public transportation. You can arrive at work by subway, bicycle or by one of the tram and bus lines below:

TELUS Tower (the building is located in the heart of the city)

- Tram lines: 1, 4, 5, 6, 7, 10
- Buses: 74, 260, 604
- Subway: The nearest metro station is Serdika (M2), a 5-minute walking distance

Infinity Tower Sofia

- Tram lines: 7
- Trolleybuses: 2, 9 with a 10-minute walk to the building
- Buses: 204, 304, 64

Capital Trade Center Plovdiv

- Buses: 1, 17, 18, 20, 29



Transportation

1. Buses, trams, trolleybuses (Sofia)

Urban Mobility center is the company running the network of buses, trams and trolleybuses in Sofia. In addition to the bus and tram lines linking different areas of region Sofia, there are also express bus lines as well as several night lines.

A trip by bus, tram or trolleybus costs BGN 1.6 (around 82 euro cents) while a trip by the express bus has the price of BGN 1.5 (around 77 euro cents).

[Here](#), on the official site of Urban Mobility center you can find the price tariff for all transportation documents and additional info.

We remind you that after your 6th month within TELUS International Europe you could send a request to HR for a transportation card for the whole mobility network. For more information ask your HR Business partner or your Recruiter.

Tip: you could use the [Moovit](#) app to plan out your transportation within the [city](#) and even the country.



Transportation

2. The subway (Sofia)

The Sofia subway is ran by Metropolitan. The metro system is made up from 2 active lines (M1 and M2) with a total of 35 stations. Third line is about to be opened soon. Taking the subway is usually the best choice in Sofia, even during rush hours when the city gets extremely crowded. The metro trains run daily from 05⁰⁰ to 23⁰⁰.

[Here](#) you can find the subway map.



4. Taxi (Sofia and Plovdiv)

Most regular-fare taxis in Sofia and Plovdiv charge approximately BGN 0,90 per km with an average initial tax of BGN 0,70. Their phone number is written on the car door. Most taxis take only cash, so be sure that you have small bills on you. Ask before you get in if you can pay by card. The POS should be from a functioning bank in Bulgaria or a SumUp mobile POS.

For those who are landing at the airport, it is recommended to order a taxi by phone, an app or in a taxi branch at the airport and be careful with the price indicator screen during a ride. Some taxis are a fraud and could manipulate the numbers on that screen so they could charge you more. We recommend to be vigilant for the velocity of the price raise.

Here are some legit taxi companies and an app that you could use:

[Sofia](#) – (+3592 9 11 19), Panda taxi (+3592 998 21 21), OKAY Supertrans taxi (+3592 973 21 21), Plovdiv – Taxi 1 (+35932 6142), Traffic taxi (+35932 9999)

TaxiStars app - <http://taxistars.net/en/book-a-taxi.php>

5. Driving in the city

The best time to drive in Sofia or Plovdiv is after 2000 until early morning or between 1030 and 1430. Any other time, you can consider it a rush hour. Fortunately, Bulgaria has one of the best internet coverages in the world so apps like Waze or Google Maps will run smoothly.


[The Ordinance on traffic organization in Sofia Municipality](#). [1]

If you are moving to Bulgaria with your car or just driving through, you have to pay the Bulgarian road tax Vignette. Most gas stations sell it or you can get it [online](#) and you can purchase it for a period of 7 days (EUR 7.68), 30 days (EUR 15.37), 90 days (EUR 27.66) and 1 year (EUR 49.69) or just a weekend (EUR 5.12).

You can check in real time the fuel prices in Bulgaria [here](#). Just click on “prices today”.

Another way to drive through the city is with a [Spark](#). Sparks are electrical cars that you can rent through an app on your mobile device.

Safety Advice

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- Carry your original document of ID.
 - Avoid carrying large sums of money with you, especially since ATMs are safe to be used also outside business hours. Make sure you're withdrawing money from an ATM that is in a bank branch or an office building.
 - Consider leaving copies of your credit, ATM or debit card numbers with a family member in case of emergency.
 - Keep an eye on your personal belongings in crowded public squares or jam-packed buses/trains.
 - Watch out for jacked-up prices for tourists in certain restaurants or taxis, especially in the city center.

Bring your friends along



TELUS International Europe has a great referral program (**Refer to Win** or RW) in which you can win up to 1600 BGN Gross bonuses.

While we're on the topic we'd like to introduce you to Rory. He is a very extroverted mascot that is always searching for new friends. He has this proposal for you to bring your friends along to work and have fun with, while winning attractive bonuses and prizes. For each of your referrals that gets hired you will receive a bonus. Also we have several competitions and programs, as well as Rory's birthday and many more celebrations throughout the year, in which you will have the chance to win extra prizes and perks.

If you have any questions about the program you can always ask Rory at the following email: r2w.tie@telusinternational.com or you could visit the R2W hour which we have every week in order to meet and discuss all your questions regarding the referral program. He'll guide you through the whole process and show you where you can find the whole procedure and to be updated with the latest news over the R2W program.

About TELUS International

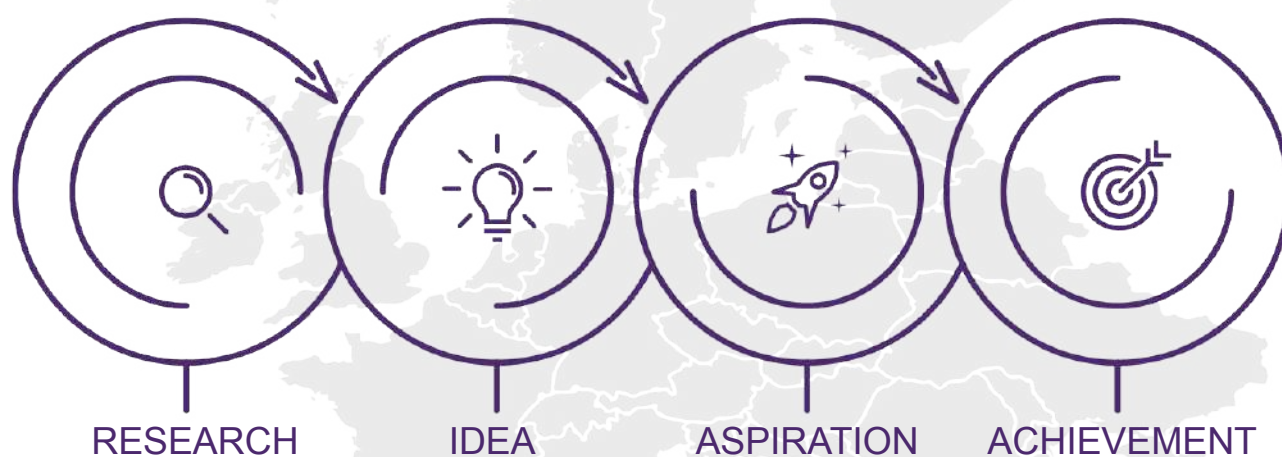
TELUS International focuses on the value of human connection to design, build and deliver high-tech, high-touch customer experiences powered by next-gen digital solutions.

We have almost 50 000 employees around the world, including in Canada, the United States, Europe, Central America, Asia, the Philippines and the United Kingdom. The company's solutions cover customer experience, digital transformation, content moderation, IT lifecycle, advisory and digital consulting, risk management, and back-office support. We provide caring customer interactions via voice, email, chat and social media, across fast-growing tech, financial services, fintech, gaming, travel and hospitality and healthcare industries.



About TELUS International Europe

TELUS International Europe is an international leader in the BPO (business process outsourcing) sector in Bulgaria, delivering high quality services since 2004 in over 50 languages. With a team of over 3 600 people in Sofia and Plovdiv, TELUS International Europe is the biggest employer in the BPO sector in Bulgaria.



Contact

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