

Digital Trust and Safety Specialist with Italian and English

Are you ready to take the next step in your career and achieve your next challenge?

If your answer is YES - join the leader in the CX (Customer Experience) industry **TELUS Digital Bulgaria!**

As a **Digital Trust and Safety Specialist with Italian and English**, you will:

- Review user-generated back-office information to ensure compliance with established policies
- Take prompt and appropriate action on information that violates guidelines or poses risks
- Stay updated on internal policies to ensure accurate implementation
- Identify and analyze patterns to proactively address potential risks

We're looking for someone with:

- High attention to detail
- Comfortable processing sensitive information
- Strong ability to defend decisions and provide context with logical reasoning
- Ability to identify patterns in behavior to enhance decision-making
- Strong organizational and time management skills to deal with shifting priorities and high volumes of work
- Experience investigating fraud, spam, or other types of inappropriate information is an asset

Required Qualifications:

- Fluent in **Italian**
- B2 or higher **English** language skill

In return, we will give you:

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

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

Does it sound like the perfect job for you? Apply now!

About us: *TELUS Digital 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.*

Send your CV to **SourcingBG@telusinternational.com!**