

YOURCEBULGARIA.CC



THE UNDISCOVERED PEARL OF EUROPE

LIVE & WORK IN SOFIA

YOURCE

Discover Bulgaria for Work & Life



Vitosha Boulevard

Low cost of living

Sofia's low cost of living lets you enjoy a great lifestyle with your Yource Bulgaria salary.

A green city full of nature

Sofia has green parks and easy access to nature at the foot of Vitosha Mountain.



National Theatre



Club Sofia

Great Night & Social life

Sofia offers lively nightlife, and Bulgarians are social, warm, and enjoy a good party.

Discover Bulgaria for Work & Life

Rich history and culture

One of Europe's oldest countries, with a rich history shaped by many ancient civilizations.



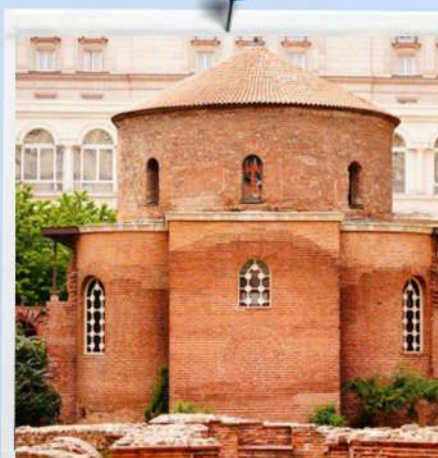
Park-Scene

Flavorsome cuisine

Bulgarian cuisine is fresh and flavorful, known for quality ingredients, vegetables, and grilled meats.



Taste of Bulgaria



Ancient Serdica

Relaxed pace of life

Sofia is a large capital, but with a relaxed feel compared to cities like London.

Discover Bulgaria for Work & Life



National Gallery Park

Great climate

Unlike Northern Europe or the Mediterranean, Bulgaria has sunny summers and snowy winters.



Mountain Highs

Sport and recreational activities

Enjoy year-round sports and recreation, from football and tennis to skiing and spa centers.



NDK by Night

Safety

Sofia is a safe, peaceful city in a culturally and religiously tolerant country with lasting stability.

Who We Are

Know **today** what
counts **tomorrow**.

Stefan Dermul, Country Director



Yource Bulgaria was established in 2006 and headquartered in Sofia. We provide tailor-made BPO and Contact Center solutions in all shapes and sizes to renowned clients all over Europe. As part of the Yource Group, headquartered in Rotterdam, The Netherlands, we are connected to a network of over 6,000 colleagues across 8 countries.



YOURCE

Why work @Yource Bulgaria

By joining Yource Bulgaria, you'll become part of a passionate and ambitious team with a true "**FeelLikeFamily**" culture.

Combined with the beauty of Bulgaria, it's the perfect opportunity to start a new adventure while enjoying a great work-life balance.

We offer more than just a job

Growth

Grow your career at Yource Bulgaria by exploring new opportunities and developing your strengths.

Learning

Learn from professionals and gain hands-on experience through on-the-job training.

Variety

Working at Yource Bulgaria gives you access to many areas of the business, with no two days the same.

Impact

You can have your ideas heard by higher management levels and get a chance to implement these ideas.



Team Event Sofia Tour

Head Office Sofia, Bulgaria

We believe a **pleasant working environment** has a positive impact on the success and happiness of our people at work.



- ✓ Located @Garitage Park
- ✓ At the foot of Vitosha mountain
- ✓ Business Park Sofia area
- ✓ Luxurious sport center with a 25m swimming pool
- ✓ 20min from the city center
- ✓ Supermarket, restaurants, coffee shops, services



We care about YOU

At Yource Bulgaria, we care about our people. We encourage our employees to have fun and enjoy a **healthy and balanced lifestyle**.



Private Health Insurance

Yource Bulgaria offers additional private health insurance.



Team Spirit

Boost team spirit and make new friends at Yource Bulgaria.



Achievement Award

Every quarter, employees can be nominated for our Award.



Yource BG Fruit Days

Every week you can enjoy fresh seasonal fruits in the office.

...

Our Offer: For new candidates

For candidates traveling from Europe to Bulgaria:

✓ Accomodation

Assistance via broker

✓ Bank account

Opening your bank account

✓ SSN number

Obtaining SSN number

✓ HR Support

At anytime after your arrival in Sofia

✓ Transfer

Taxi airport/hotel covered (10€)

✓ Hotel stay

2 first days booked after arrival at Easy hotel *
* No reimbursement policy

✓ Plane/Bus Ticket

Up to 150€

What to bring to Bulgaria?

A starting capital 2000€ to cover:

✓ 1 month rent

✓ Up to 2 months deposit for an apartment

✓ Cost of living for the 1st month

✓ Identity card

✓ Driving license (in case you have)

✓ Document E104 or S041



Architectural Building in Sofia

Our Offer: Relocation Package



Relocation call

After accepting our offer, HR will schedule a relocation call for your arrival in Sofia.



Transport

Your plane ticket / bus ticket is booked or reimbursed * up to 150€. * after showing the ticket



Sofia Airport Arrival

Our HR will recommend a taxi company and cover the transfer up to €10.



SSN

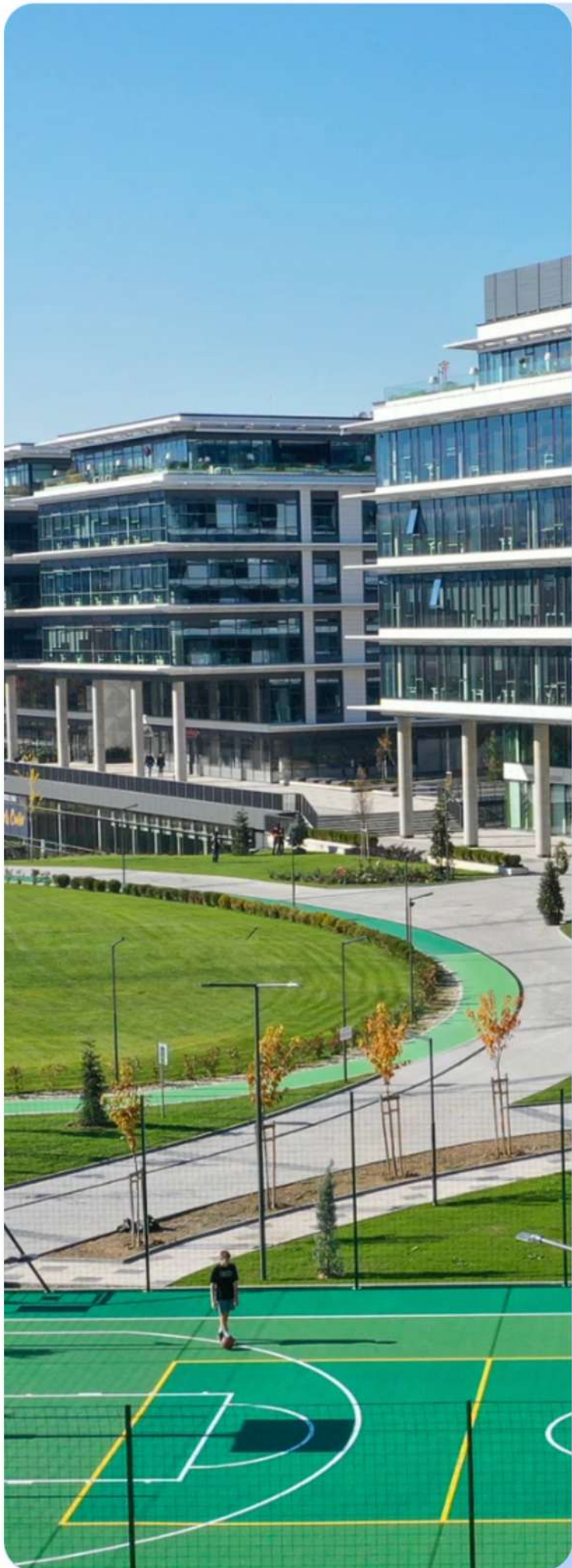
Before your arrival, our HR team will request your Social Security Number for employment registration.



Contract signing

HR emails you with detailed instructions on how to get to the office.

Our Offer: Relocation Package



Accommodation

We support you in finding an apartment in Sofia and arrange viewings before your arrival.



Sign rent contract

The bilingual broker supports you with your rental contract and monthly payments.



Residence permit

Your rental address can be used for residence permit registration in Sofia.



First working day

Please arrive 10 minutes early to be shown your desk and meet your trainer.



Health Insurance

Yource Bulgartia provides for all its employees private health insurance via EUROINS.

Our Offer: Your Job



Contract

Indefinite-term employment contract.



Notification Period:

2 months.



Remuneration

See job offer email for salary and bonus.



Training

Training starts on day one and is fully paid.



Holidays

20 days of paid leave annually.



Scheme of Payment

Salary is paid in **two parts**:
500€ on the **5th** and the remaining salary plus bonuses on the **20th***

*Amount may vary depending on your start date and contract type.

Example

If you **start on 15 January** 2026, your first **partial salary is paid on 5 February** (400€ for 15–31 January), with the **final payment and bonuses on 20 February**. From February onwards, you receive 500€ on the 5th and the remaining salary plus bonuses on the 20th.

Our Offer: Public Holidays

Public holidays are considered separately for Bulgaria and your project country of work.

	Public Holiday in Bulgaria?	Public Holiday in Project Country?	Working?	Pay and Scheduling
1.	No	Yes	No	Compensation (day off) if you are entitled or you will be asked to take a (un)paid holiday*
2.	Yes	No**	Yes	You are paid 200% for that day (=100% on top of your regular daily remuneration)
3.	Yes	Yes	No	You are scheduled off (compensation) without being asked to take a (un)paid holiday

Note: * in case you have already accumulated paid holidays or compensations.

** usually our projects are not working on the public holidays in the country project we serve.

Example 1: You work on a project serving in Belgium

Date	Public Holiday in Bulgaria?	Public Holiday in Project Country?	Working?	Pay and Scheduling
06/04/2026	No	Yes	No	Compensation (day off) if you are entitled / if not you will be asked to take a (un)paid holiday*
13/04/2026	Yes	No**	Yes	You may be scheduled to work on the staffing needs (=100% on top of your regular daily remuneration) or scheduled off if less staffing needed
01/05/2026	Yes	Yes	No	You are scheduled off.

Note: * in case you have already accumulated paid holidays or compensations.

** usually our projects are not working on the public holidays in the country project we serve.

Example 2: You work on a project serving in The Netherlands

Date	Public Holiday in Bulgaria?	Public Holiday in Project Country?	Working?	Pay and Scheduling
01/05/2026	Yes	No	Yes	Most agents will be asked to work based on the staffing needs of the project (=100% on top of your regular daily remuneration). Based on the project needs, some people might be scheduled off.

Our Offer: Home Office / Virtual



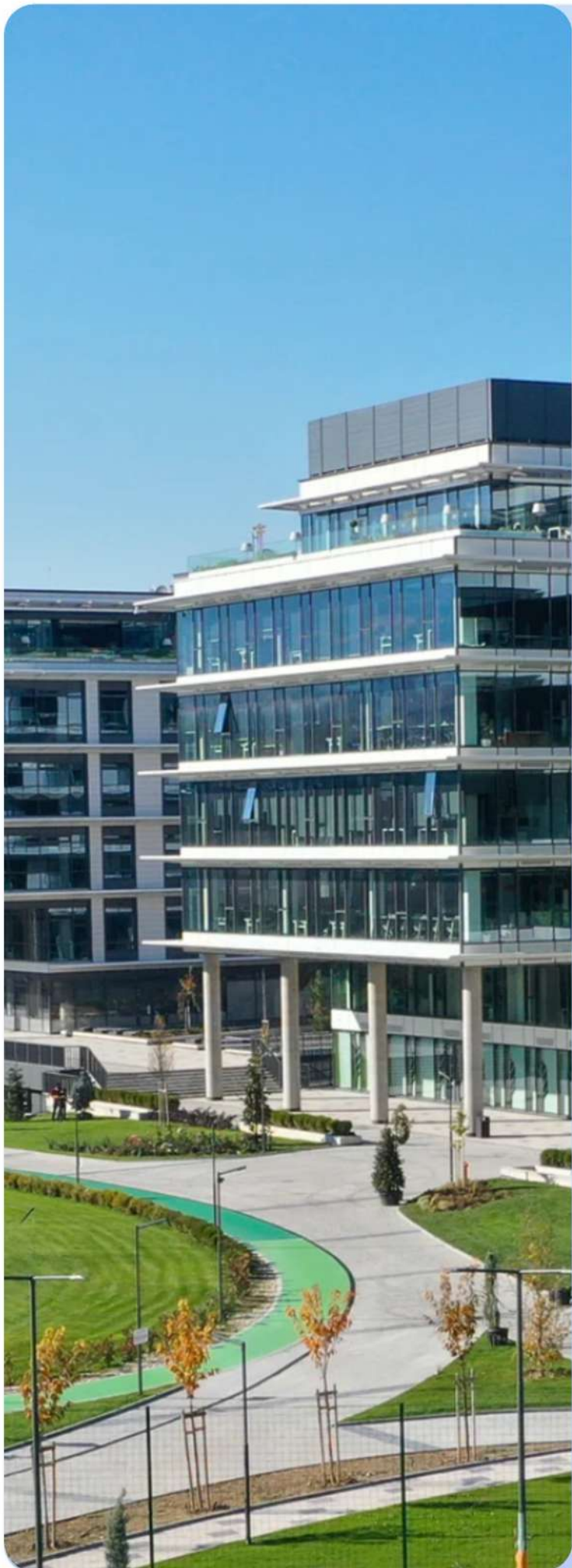
We provide

- ✓ Laptop
- ✓ Second screen
- ✓ Headset + Mouse
- ✓ USB-hub
- ✓ USB to Ethernet adapter
- ✓ Ethernet cable (= LAN, Inet)
- ✓ HDMI cable

Technical Requirements

- ✓ Internet: 30–40 Mbps DL, 10–20 Mbps UP (min. 10 Mbps).
- ✓ Wired UTP connection or Starlink.
- ✓ Laptop must be connected via cable and adapter (provided).
- ✓ No neighbour Wi-Fi allowed.

Our Offer: Home Office / Virtual



You provide

- ✓ Internet connection
- ✓ UTP connection required
- ✓ No connection via Wi-Fi or Satellite
- ✓ Professional workspace required: quiet environment, good lighting, fresh air, a stable desk, and an ergonomic chair, similar to a professional office setup.

Your contact person

- ✓ In case of questions:
recruitment-bg@yource.com



@yource.bulgaria

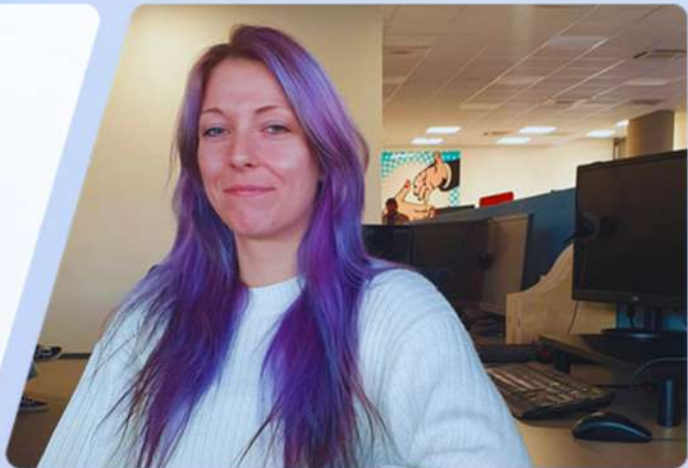
YOURCE

What our people say

Our people are at the heart of everything we do!

Discover what they enjoy most about working at Yource Bulgaria.

"Working at Yource Bulgaria means being part of an international community of people from different ages and backgrounds, each with their own story. Some stay, some move on, but Yource Bulgaria brings us together as a family."



Elise, Sales Officer

"What I like about Yource Bulgaria is that you have variation in what you experience and do every day. It is the perfect opportunity if you want to start a new adventure like me but still want to have your language around you."

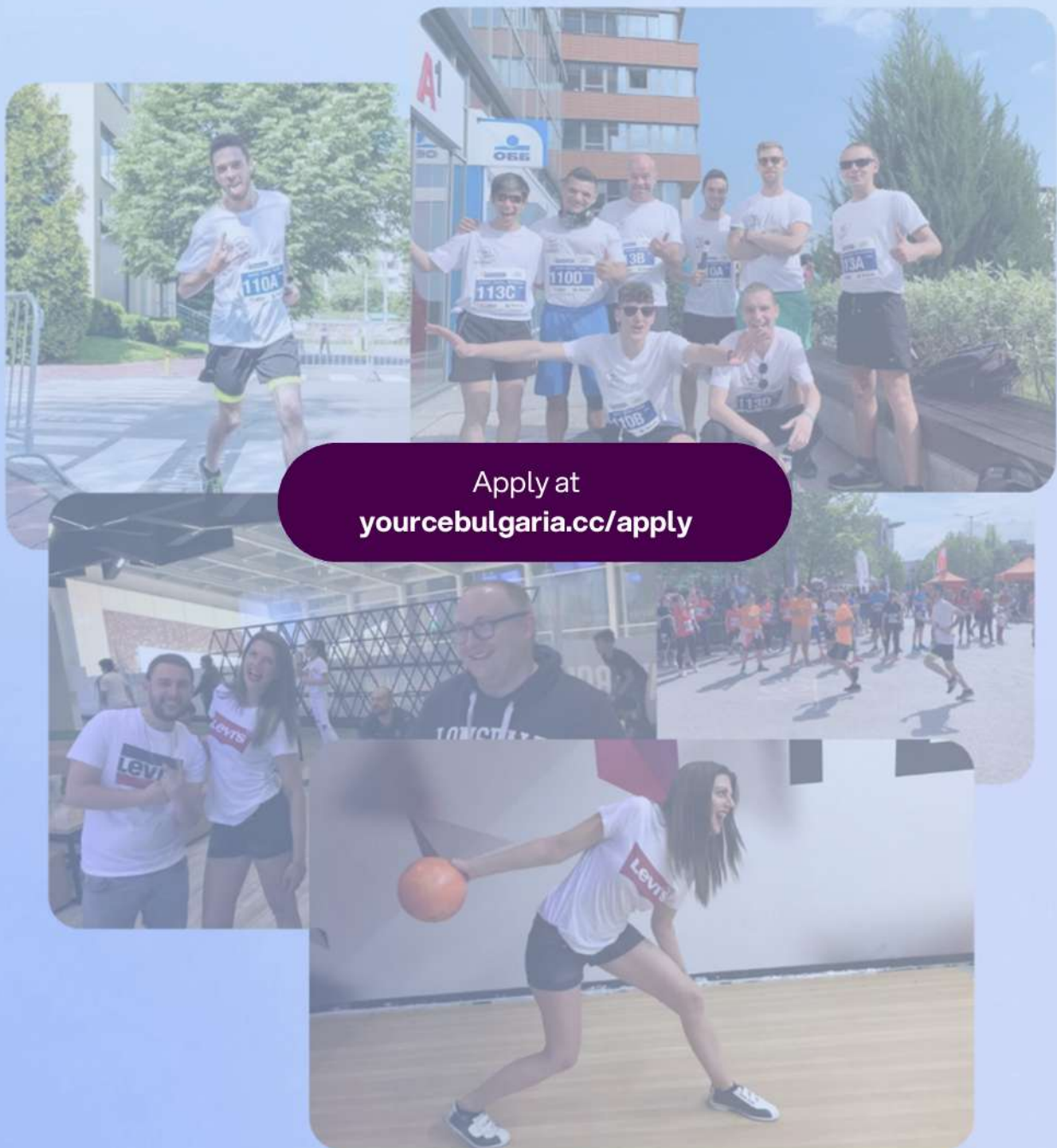


Oxana, Customer Experience Officer

Join our team

Where Work Meets Fun

Grow your skills, use your language, and be part of a supportive workplace where every day brings new opportunities.



Apply at
yourcebulgaria.cc/apply

YOURCE