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Live & Work in Sofia

THE UNDISCOVERED PEARL OF EUROPE



**Why
not?**

YOURCE
BULGARIA

Discover Bulgaria

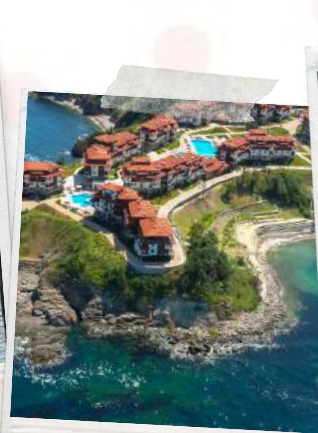
Whether you're searching for a job opportunity in a foreign country or you want to experience a new culture or you're simply an adventurer looking for a new place to discover? Welcome to Bulgaria – the undiscovered pearl of Europe.



Beautiful mountains



Lakes and Valleys



Stunning beaches



Leisure activities

Bulgaria, with a population of 7.5 million, is situated in Southeast Europe and has borders with Romania, Serbia, Macedonia, Greece, and Turkey.

To the east, it has a glorious coastline along the Black Sea. Considering its small size, Bulgaria has a great variety of geographical features and is divided into plains, hills, mountains, gorges, and deep river valleys.



The benefits of life in Bulgaria:

- A great climate with hot summers, snowy winters, and mild springs and autumns;
- 130 km of beautiful, white and golden sand beaches;
- A breathtaking countryside - beautiful mountains, lakes, rivers, and valleys are part of what Bulgaria offers;
- Friendly people who welcome foreigners;
- Cheap prices;
- A stable economy, and increasing employment opportunities.



The lifestyle that comes with living in Bulgaria:

- Relaxing on the beach in the summer;
- Skiing during winter;
- Hiking, walking, and biking in the mountains;
- Nightlife and culture.



Why live & work in Bulgaria



Low cost of living

The biggest advantage of being an expat working in Sofia is the low cost of living. With what you earn, working at Yource Bulgaria, you can afford an excellent lifestyle.

Beverages and food outside: Beer: 2 EUR, Big Pizza: 6 EUR, Salad: 5 EUR, Vodka: 3 EUR, Coffee: 1 EUR, Bread - 0.65 EUR
Groceries: prices are about half of what you'll see in other EU markets.

Services: very cheap in Bulgaria. Fiber Internet 50 MBPS: 7-9 EUR a month; Men's haircut: 7 EUR, Women's hairstyle, including coloring: 15 EUR, Cinema ticket: 6-8 EUR, Taxi 0,45 cents per km, rent: 400 EUR per month for a fully furnished 1 bedroom apartment (60-80 sq.m)

Great Night & Social life

Foreigners and tourists share that Sofia has a great nightlife. Bulgarians are known as social, naturally curious and warm-hearted people who know how to party and share a good laugh. Sofia is a vibrant city that has a lot to offer. You can find restaurants, bars, and clubs for every taste. The nightlife of Sofia fills the city centre streets with people from Monday to Sunday!



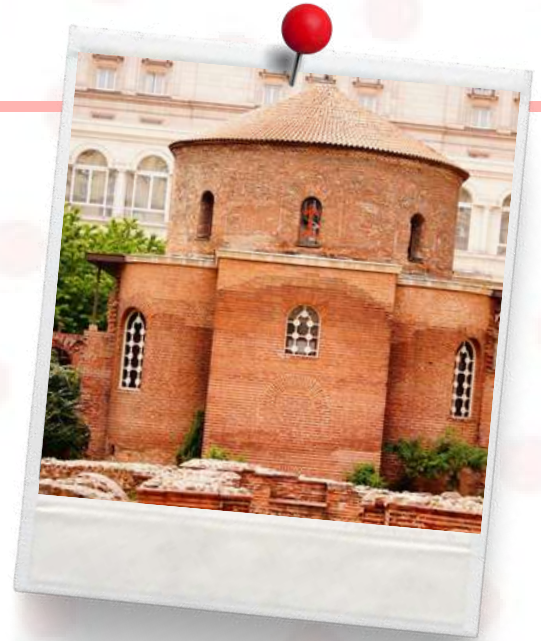
Green city with beautiful nature

Sofia offers many big and very green parks where you can take a walk with your friends or just relax on the grass. Situated in the foot of Vitosha Mountain, Sofia offers a beautiful nature brought in the city.

Why live & work in Bulgaria

Rich history and culture

Bulgaria is one of the oldest countries in Europe and has a very ancient and rich history. At the edge of Europe and Asia, almost all of the great ancient cultures and civilizations have made their mark. The Thracian, Ancient Greeks, Romans, Byzantines and the Ottoman Empire have all left behind a multitude of monuments, such as tombs, structures, temples and mosques.



Relaxed pace of life

Even though Sofia is the capital of Bulgaria and has a population of almost 2 million, you don't feel the stress and the dynamics of living in a big city like London, Paris or Rome. Everything is within close proximity and the pace of life is very relaxed and easy going.

Flavorsome cuisine

Bulgaria's cuisine is an absolute Balkan jewel. It is fresh and delicious. With outstanding regional vegetables, fragrant spices and quality barbecued meats, Bulgarian cuisine is something that everybody remembers.



Why live & work in Bulgaria

Great climate

Northern Europe is rainy and cool all year round, and the Mediterranean doesn't boast the Christmas delight of a snowy winter. How about a proper hot summer and a cold, snowy winter, with pleasant spring and autumn in between? Bulgaria's climate gets the best of the north and the south. Here, it's usually dry and sunny, where temperatures vary greatly between seasons, unlike Germany or England, where seasonal temperature differences are much smaller.



A lot of sport and recreational activities available

In Sofia you can find a lot of indoor&outdoor sports and recreation activities all year round. Football, tennis, hiking, skiing, swimming, spa centers, you name it! The variety of entertainments will make your free time memorable here.

Safety

Sofia is a very safe city to live in. Bulgaria hasn't been involved in a war since the Second world war. The country is peaceful and safe, accepting different cultures and religions. Sofia is maybe the only one city in Europe where within 500 sq.m distance you can find a church, a mosque, and a synagogue.



Who We Are



"Managing a business is a job. Managing people is an art." - Stefan Dermul, Director



Yource Greece was established at the start of 2022 and operates completely virtual with, for now, only an administrative office in Thessaloniki. The daily operations of Yource Greece are managed from the Yource Bulgaria site in Sofia, Bulgaria. This is also our head office for all Yource operations run in South-East Europe. Yource Bulgaria, as the parent company of Yource Greece, was established in 2005 and became part of the Yource Group in 2017. The Yource Group with HQ in Rotterdam, The Netherlands, has 24 operational sites in 9 different countries (Belgium, The Netherlands, Luxembourg, Spain, Suriname, Morocco, Turkey, Bulgaria, and Greece) and employs over 12.000 Yource members.

OUR CLIENTS are companies from



Why Work @Yource Bulgaria

By joining Yource Bulgaria you will feel the passion, enthusiasm, and ambition which constantly drive our people creating a unique and “**FeelLikeFamily**” Company. The feeling of belonging and togetherness is what makes our people give their best every day.

Combining that passion with the beauty of Bulgaria makes it the ideal chance to step out of the daily routine and start a great adventure. You will have the opportunity to **enjoy Bulgaria** with a **perfect work-life balance**.

We offer more than just a job:

Yource Bulgaria can lead you on an interesting career path – you can join in one position and end up in a different position. Yource Bulgaria allows you to find strengths in various areas, that you didn't even know you had.

**Where
you will
end up**

While we may not have the large training budgets of multinationals, there are still huge opportunities for learning. You will have an opportunity to work close with responsables and the clients, and learn from the best type of training – on the job!

**Learning
&
Training**

Variety

Working for Yource Bulgaria allows you access to get involved in many areas of the business. No two days are ever really the same!

**You can
make a
difference**

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

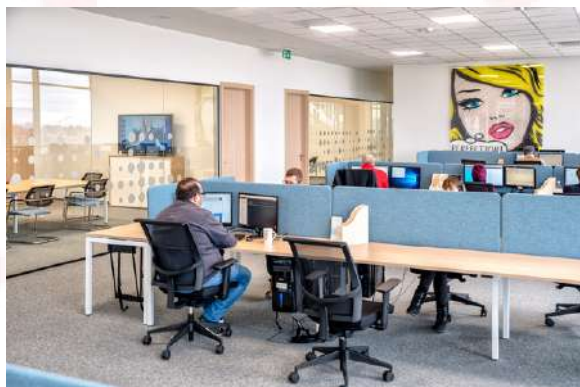


Head office Sofia, Bulgaria



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.
Our perks are designed to offer you comfort, enjoyment and security.

OUR PERKS:

➡ Private Health Insurance

Your health is very important to us.
That's why Yource Bulgaria offers additional private health insurance.

➡ Body | Mind | Soul events

At Yource Bulgaria, we love to have fun and celebrate our success. Our events are focused on the mind, the body, and the soul. New Year's and Halloween parties, or simply a Fun@TheOffice day surprise with a fun activity - it happens quite often.

➡ WOW Awards of the quarter

We are so pleased to see you accomplishing great things! In celebration of that we give 3 special WOW awards every quarter!

➡ Yource BG Fruit Days

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

➡ Team events

A team dinner or a team building?
At Yource Bulgaria we know how to build teams, boost team spirits and make new friends.

➡ Sport events

At Yource Bulgaria we love to run for fun! Especially if by running we can contribute to a charity cause. It is our tradition to join the annual corporate Business Run.

➡ Free Sofia Tour

What better way to say "welcome" than a tour of the city? A great way not only to discover Sofia, but also to get to meet your new colleagues.



Our Offer

RELOCATION

Deciding to move and work abroad can be a stressful process. That is why Yource Bulgaria assists you in your relocation.
For candidates travelling from Europe to Bulgaria we offer:

To: Sofia, Bulgaria



HR support

before, during and after your arrival in Sofia

Plane ticket

booked and paid by Yource Bulgaria (up to 150€)

Transfer

Taxi airport/hotel covered (10€)

Hotel stay

2 first days booked and paid by Yource Bulgaria

Accommodation

assistance via broker

Bank account

opening your bank account

SSN number

assistance in obtaining SSN number

WHAT TO TAKE WITH YOU TO BULGARIA?

- ➡ A **starting capital** between 1400 -1500€ to cover
 - 1 month rent
 - 1 month deposit for renting an apartment
 - cost of living for the 1st month
- ➡ Identity card
- ➡ Driving license (in case you have)
- ➡ Document E104 or S041



Our Offer

RELOCATION

➔ Relocation call

Once you've accepted our offer to start at Yource Bulgaria, the relocation call is scheduled with our HR admin department to receive all detailed information about your arrival and your first days in Sofia.

➔ Arranging your flight

Based on your start date, we arrange your travel. Your plane ticket, up to 150€, is booked and paid by Yource Bulgaria.

➔ Social security number

Before your arrival, our HR requests your Social Security Number at the National Revenue Agency. This number is needed to register your labor contract.

➔ Arrival at Sofia Airport

Our HR advises you what taxi company to use for going to the hotel and covers the transfer fee, up to 10€.

➔ Contract signing at Yource Bulgaria office

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

➔ Accommodation

Yource Bulgaria assists you in finding a suitable apartment in Sofia. Prior to your arrival, the broker contacts you to discuss & plan apartment visits upon your arrival.

➔ Sign rent contract

The broker (bilingual) guides you during the signing of your rent contract, how and when to pay the monthly rent/ electricity bills.

➔ Residence permit

The address in your rent contract could be used to register yourself in the Migration department in Sofia to obtain a residence permit. A resident permit is advisable, but not required.

➔ First working day

HR advises you to be in the office 10 minutes before your scheduled working time to guide you to your working desk and to introduce you to your trainer.

HEALTH INSURANCE

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



Our Offer

YOUR JOB

Job Title: Contact Center Agent

Reporting to: Team Lead

Contract: indefinite-term employment contract

Notification Period Employee: 2 months



REMUNERATION

Remuneration and performance bonuses:
see attached documents

TRAINING

Your (remote) training starts on your first working day.
The training is fully paid according to the contract conditions.

HOLIDAYS

Paid holidays within one year of employment:

- 20 days

SCHEME OF PAYMENT

➔ **The salary is paid on 5th and on 20th for the previous month.**

- 5th - First payment- 500€ *
- 20th - Final payment + bonuses

** the amount could be lower depending on your starting date in the month, and/or type of contract (full-time OR part-time).*

➔ **Example: if you start on 14 January 2024**

Salary for January

(worked out period from 14/01 until 30/01):

- 5th February- 500€ first payment for January
- 20th February- final for January + bonuses

Salary for February:

- 5th March- 500€ first payment for February
- 20th March- final for February + bonuses

Salary for March:

- 5th April- 500€ first payment for March
- 20th April- final for March + bonuses



Our Offer

PUBLIC HOLIDAYS

We have to differentiate between public holidays in Bulgaria and public holidays in the Project Country that you will be working for.



	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
10/04/2024	No	Yes	No	Compensation (day off) if you are entitled / if not you will be asked to take a (un)paid holiday*
17/04/2024	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
01/05/2024	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
01/05/2024	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 (opt.)
- USB to Ethernet adapter (opt.)
- Ethernet cable (= LAN, Inet)
- HDMI cable

➔ You provide

- Internet connection
- UTP connection required
- no connection via Wi-Fi or Satellite
- **Professional workspace:** no background noise, with sufficient light and access to fresh air, a stable desk and a good office chair- to work similar as in a professional office environment without disturbances.



TECHNICAL REQUIREMENTS:

- ➔ **Internet connection**
(ideally 30 -40 Mbps download speed, 20 Mbit upload -min. 10 Mbps)
- ➔ **UTP connection required**
(no connection via Wi-Fi or Satellite)
- ➔ **Laptop**
must be connected via the Internet cable and adapter (provided by us) with the router or directly with the Wi-Fi- modem
- ➔ **No use of Wi-Fi of Neighbours**

YOUR CONTACT PERSON

in case of questions:
recruitment@bg.yource.cc

mobile/whatsapp/viber:
+359878575817
+359886691558

JOIN
OUR TEAM
NOW

Follow us:



@yource.bulgaria

Welcome @ YOURCE BULGARIA



Stefan Dermul
Director

“As founder of Yource Bulgaria and Yource Greece I always interact with those I am leading. My job is transmitting our vision, what we are trying to accomplish on behalf of our client, and **creating an environment that helps people do their best work.**

That involves a lot of care, coaching and communicating.

Ultimately, **business is a team sport**, and it's my job to **help our employees be successful**, making the best of their strengths, engage them and make them feel proud. It's our company culture, teamwork and operating in the best interest of our clients that make people choose for us.”

“My aim as a Contact Center Manager is to look for a **good balance in being effective and providing a high quality service** to our clients. This involves making sure that my Managers are aware of their targets and why we need to go in one direction or another.

They know they can count on me for **advice** and no matter how busy I am I will always try to put them first. I **encourage** them to do the same with their teams, to treat everybody with respect and even when they do not agree to try to understand the other person's position. Our reality is dynamic and often complex as we deal with people, their emotions, their abilities, but we have to try to **do our best to support** them. ”



Denitza Koeva
Contact Center Manager



HR Team

“We believe **discovering people's potential, guiding talent and encouraging creativity** are the key elements for an individual's growth and our success. As a new employee, you bring new experience, knowledge, and skills to our company. That's why our biggest commitment is **facilitating your success, happiness and positive integration into your new job at Yource Greece!**

We are very much looking forward to you joining our ‘feelLikefamily’ company Yource Bulgaria!”

What People Say



Elise (NL)
Sales
Ambassador

"Working at Yource Bulgaria is amazing to me! You work in an **international community** with people of all ages and heritages. Everyone has their own story! Some are here to stay, and some just passing through, but all of them are unique and Yource Bulgaria is what brings us together and **unites us as a Family.** "

"There are also many different projects within the company which makes for some **good variety**. I have done both customer care and sales, which has given me the chance to not only develop different work skills but has also given me the **opportunity to develop as a person.**"



Joranne
(NL)
Crew
Manager



Alessandro
(Italy)
Expert Agent

"At Yource Bulgaria I have found a **friendly environment, great colleagues** from different cultures, polite management, and a professional HR department, and this is why after one year I am still working here. Everyone is celebrating their birthday and buying sweets for all the job mates."

As a very active person and someone who is driven by new challenges, new experiences, and multi-cultural enrichment, when I live abroad, I feel 100% alive. The beginning here was of course challenging, adjusting to a new country, a different job, different culture, but it is a new adventure and everybody was extremely helpful. This is how we grow!