



Customer Service Agent with English

Location: Szczecin

The Company: Beliani is a successful ecommerce company with market share in 17 countries. We offer designer indoor and outdoor furniture for compelling prices over multiple distribution channels. We have our main operation office in Poland (Szczecin) with around 600 friendly and talented coworkers. Beliani belongs to the fastest growing eCommerce players in Europe and is rapidly expanding. Our goal is to achieve a 10-fold increase in the coming years. If you're looking for rapid growth, constant learning and dynamic challenges, then you'll find that amazing career opportunities are knocking. Due to the constant development of our company we're looking for you.

You would be expected to:

- Assist customers with various queries via telephone, email, chat, Messenger, etc.
- Cooperate with Polish or English- speaking sales partners

- Liaise with Logistics and Warehouse Teams in order to ensure timely fulfillment of the customers' orders
- Resolve customer's complaints

Your profile:

- Proficiency in English B2/C1- written and spoken- will be verified
- Great communication skills and ability to maintain good relationship with customers
- Self-motivation, willingness and ability to absorb new information quickly
- Proficient in basic computer programs (MS Office)
- Open to work shifts (8-16 and 11-19) Monday to Friday and approx. 1 Saturday per month
- If your English proficiency is below the required level, feel free to apply anyway.

We offer:

- Stable employment and attractive salary
- Private medical care and sports packages for you and your family
- Training in all aspects of customer service - experience is therefore not essential
- Support from experienced and well-coordinated team
- No dress code, relaxed and supportive atmosphere
- Multicultural environment with high percentage of staff being native speakers of various languages
- Non-corporate structure and career path opportunities
- Work-life balance: no Sunday or evening work
- Attractive discounts for our products
- Integration events
- 26 days off regardless of seniority
- Office in the city center

To apply, please send your CV to praca@beliani.com

We appreciate all interests, however we will reply only to chosen candidates who will meet our expectations.