

Customer Service Specialist with Italian

Location : Szczecin

Beliani is a successful online retailer with activities in 17 markets. We offer designer indoor and outdoor furniture for compelling prices over multiple distribution channels. We have our main operation office in Poland (Szczecin) with approximately over 600 friendly and highly 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. Don't delay, send your CV in English/Italian today!

Your main tasks will be:

- Telephone and e-mail service for Italian-speaking individual clients

- Presenting Beliani products to our clients
- Chat service
- Planning shipments
- Taking care of the timely execution of orders
- Customer service inbound pre and post-sale via phone, e-mail and chat
- Processing orders
- Reporting to the Country Team Leader
- Taking care of the timely execution of orders

Your profile:

- You are native / fluent in Italian (min. C1)
- You have a communicative level of English (min. B1)
- You have great written and communications skills
- You have good cultural knowledge of a given market
- You are a fast learner
- You have a good typing speed (min. 45 wpm)
- You have good Microsoft Office and Google Cloud suite knowledge
- You are able to work in a team as well as individually
- You are located in Szczecin (Poland) or would like to relocate
- You are able to work under pressure and multitask

We offer :

- Work in an international environment within the Customer Service department in a fast-growing company
- Work in a pleasant atmosphere within a great team
- Career and self-development opportunities
- Training in all aspects of customer service - experience is therefore not essential
- Office in the city centre
- Attractive salary
- Full time employment contract
- Discounts on furniture purchases
- Pizza day
- Company party 1 x / year
- Non-corporate company structure

- Relocation support

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