

Customer Service Specialist with Romanian

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.

Your main tasks will be:

- Customer service inbound pre- and post-sale via phone, e-mail and chat
- Assisting customers via social media platforms (i.e. IG, Facebook)

- Placing and processing customers' orders and claims
- Cooperating with the Marketing and e-Commerce Teams
- Ensuring timely fulfilment of the customers' orders together with Logistics and Warehouse Teams
- Reporting to the Team Lead of the Customer Care Team

Your profile:

- You are native / fluent in Romanian
- You have great written and communications skills
- You have good cultural knowledge of a given market
- You are a fast learner
- You have good Microsoft Office and Google Cloud Suite knowledge
- You are able to work in a team as well as individually
- You are able to work under pressure and multitask
- You are willing to work in shifts of 8 hours (08:00 - 16:00) or (14:00 - 22:00) CET
- You are willing to work 5 days per week but including Saturday and Sunday
- You have fast typing speed capabilities

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
- Full time employment contract
- Discounts on furniture purchases
- Pizza day
- Company party 1 x / year
- Possibility of remote working
- Attractive salary according to the experience

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