

Customer Service Team Leader with English

Location: Szczecin

The Company: Beliani is a successful ecommerce company with market share in 18 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 over 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.

The role:

- Managing and organizing a team of several people

- Delegating tasks and motivating
- Controlling the quality and effectiveness of undertaken activities
- Participation in recruitment and planning of development activities
- Organization of collection processes in conducted cases
- Analysis, settlement and reporting of work results
- Optimization of processes taking place in the managed area
- Interdepartmental collaboration

What do we expect from you?

- A minimum of 2 years of experience in team management
- Independence
- Creative approach to tasks
- Availability, flexibility; openness to cooperation in a dynamic environment
- Ability to solve problems and make decisions
- Good organization of working time and ability to work under pressure
- Openness to seeking and implementing improvements and new solutions in the organization
- 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

What can you expect from us?

- 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 in English to praca@beliani.com
We appreciate all interests, however we will reply only to chosen candidates who will meet our expectations.