

Customer Service Specialist with Italian

Location : Szczecin/Remote

We're firm believers that happiness is attainable for everyone. That's why we offer our customers the widest selection of home and garden furniture at attractive prices, operating in 19 European markets and constantly expanding our reach.

Our motto, 'Delivering Happiness,' isn't just a slogan. It's the driving force behind everything we do. From the happiness of our customers to the fulfilment of our employees, this philosophy guides us in every aspect of our daily work. At Beliani, we cultivate a vibrant team spirit, where over 700 friendly and talented individuals tackle new challenges together every day.

If you thrive on continuous growth, embrace challenges, and seek a dynamic work environment, seize the opportunity to shape the future of e-commerce with us today!

Your main tasks will be:

- Handling customer service inquiries pre- and post-sale via phone, e-mail, and chat.
- Presenting Beliani products to our clients and helping them with their complaints.
- Chat service.
- Managing the timely execution of orders and return shipments.
- Reporting to the Italy Senior Team Leader.

Your profile:

- Fluency in Italian (min. C1 level).
- Good level of English.
- Strong written and verbal communication skills.
- Good cultural knowledge of a specific market.
- Proficiency in Microsoft Office and Google Cloud Suite.
- Ability to work both in a team and independently.
- Ability to work under pressure, multitask, and be a problem solver.
- Nice to have: Fluency in other European languages.

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

Thank you for your interest in joining our team. We will only contact candidates who meet our requirements. If you have any questions, feel free to reach out to us at praca@beliani.com