



CS Process AI Automation Specialist

Location: Szczecin

The Company: BELIANI is an e-commerce retailer with a team of over 600 dedicated employees. We pride ourselves on offering an extensive selection of stylish and affordable home and garden furniture. Operating across 19 European markets, we are built on a solid foundation that inspires us to innovate and think beyond the conventional. Our motto, 'Delivering Happiness,' is more than just a slogan — it's the heart of everything we do.

Role Description: Are you a tech-savvy customer service professional who naturally looks for ways to optimize daily routines? Do you find yourself asking, "Why are we still doing this manually?" If you already leverage Generative AI tools to make your own work more efficient, this is your opportunity to step out of frontline queues and help shape the future of our operations.

As our **CS Process AI Automation Specialist**, you will bridge the gap between daily customer service operations and cutting-edge automation. You will use your understanding of customer behavior and workflow logic to map processes, optimize ticketing rules, and help implement AI-driven email and ticket-handling solutions.

The role:

- **Process Mapping & Automation:** Deconstruct customer service issues into step-by-step logical workflows (if/else conditions) and identify repetitive tasks ripe for automation.
- **AI Implementation & Prompting:** Write clear, contextual instructions (prompts) for Large Language Models (LLMs) to generate response drafts and automate ticket categorization.
- **Quality Assurance & Supervision:** Maintain a critical eye for detail by testing automated responses, detecting AI "hallucinations," and ensuring all outputs align with our brand's tone of voice.
- **Change Management & Training:** Act as the vital liaison between the technical automation team and the active Customer Service team; gather user feedback and train support agents on how to effectively work alongside AI tools.
- **Continuous Improvement:** Constantly review ticketing rules and workflows to eliminate friction points for both customers and agents.
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What do we expect from you?

- **Customer Service Background:** Solid experience as a Customer Service Agent, Senior Representative, or Helpdesk Specialist, giving you a deep intuitive understanding of customer pain points and ticketing systems.
- **AI Literacy:** A basic understanding of how Large Language Models (LLMs) work, alongside practical experience using Generative AI tools (e.g., ChatGPT, Copilot) to improve your own daily productivity.
- **Analytical Mindset:** Strong pattern recognition skills and the ability to turn chaotic manual processes into structured, logical workflows.
- **Tech-Savviness:** Quick to adapt to new software, CRM platforms, and automation tools. You will have to take & pass a couple of AI online training sessions before joining the team.
- **Communication Skills:** The ability to translate technical automation concepts into simple, actionable training for non-technical team members.

- **Mindset:** A proactive, problem-solving attitude with the eagerness to transition from standard daily operations into a dynamic, project-oriented role.
- **Language:** Proficiency in English

Nice to have

- Experience or strong interest in e-commerce or retail
- Exposure to IT project coordination or transformation work

What can you expect from us?

- Stable employment and attractive salary
- Private medical care and sports packages for you and your family
- Support from experienced and well-coordinated team
- A tailored onboarding process will be provided to the hired candidate to ensure they have the knowledge needed to become fully operational in the role.
- No dress code, relaxed and supportive atmosphere
- Multicultural environment with high percentage of staff being native speakers of various languages
- 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.