

# Customer Service Agent with English

Location: Szczecin

**The Company:** 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, in 19 markets across Europe, 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 fulfillment 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!

**You would be expected to:**

- Assist customers with various queries via telephone, email, chat, Messenger, etc.
- Cooperate with Polish or English- speaking sales partners
- Liaise with Logistics and Warehouse Teams in order to ensure timely fulfillment of the customers' orders
- Resolve customer's complaints

**Your profile:**

- Proficiency in English 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

**We offer:**

- 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 to [praca@beliani.com](mailto:praca@beliani.com)**

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