

Customer Service Manager (w/m)

location: Szczecin

Can happiness be delivered in a box? We're convinced it can!

As Beliani, we bring stylish home and garden solutions to 19 markets, driven by the goal of making beautiful design affordable for all.

For us, "**Delivering Happiness**" isn't just a catchy phrase - it's the foundation of everything we do. That happiness starts with our customers and carries through to our team of over 800 ambitious professionals who aren't afraid to tackle daily challenges head-on. If you value your growth, thrive in a dynamic environment, and want to make a real impact in e-commerce - join us!

Your responsibilities in this position:

- **Leadership & Development:** Manage, mentor, and support the growth of Team Leaders and Customer Service Agents
- **Process Optimization:** Delegate tasks effectively while continuously refining and optimizing customer service workflows

- **Performance Monitoring:** Track daily team activities to ensure high quality, efficiency, and alignment with company KPIs
- **Data Analysis & Reporting:** Analyze performance metrics, settle workloads, and deliver regular reports on team results to stakeholders.
- **Cross-Functional Collaboration:** Partner closely with internal departments—including Logistics, Marketing, Purchasing, Finance, and HR—to ensure seamless operations.
- **Strategy Implementation:** Execute operational strategies set by the Head of Customer Service and report directly on progress.
- **Talent Acquisition:** Actively participate in the recruitment and onboarding of new team members.

What do we expect from you?

- **Proven Leadership:** Solid experience in team management, with a track record of motivating and developing leadership skills in others.
- **Analytical Mindset:** Excellent decision-making skills backed by the ability to interpret data and metrics.
- **Organizational Excellence:** Superb time-management skills and the ability to prioritize effectively under pressure.
- **Language Skills:** Advanced proficiency in English (both written and spoken) is required.
- **Work Style:** A proactive, hands-on approach to problem-solving and daily operations.

Nice to Have:

- Experience managing multi-market support within a BPO/Shared Services Center (SSC) environment.
- Industry experience within E-Commerce or Retail.
- Exposure to project management, particularly IT or digital transformation initiatives.
- Proficiency in AI, data and productivity tools (e.g., LLMs, PowerBI, Google Workspace).
- Multilingual abilities (other European languages are a strong asset).

What can you expect from us?

- Employment contract with a reliable employer and competitive salary
- Work in an international environment in an office in the city centre

- Full range of training and practical on-the-job training
- A clear career path in an equal working environment – we promote talents!
- Possibility of subsidised courses and training (both language and job-related once)
- Private medical care, also available for family members
- Sports package subsidised by the employer
- Company and team-building events, regular Company Pizza Day
- Guaranteed discount on Beliani.pl products.

Please send your CV to the email address: praca@beliani.com

We do value all applications, however we will reply only to chosen candidates who will meet our expectations.