

Customer Service Specialist with Slovenian/Croatian

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!

Your main tasks will be:

- Provide professional customer support to Slovenian- and Croatian-speaking individual clients via phone, email, and chat
- Manage inbound pre- and post-sales inquiries, ensuring high-quality and solution-oriented service
- Present and advise on Beliani products, supporting customers in their purchasing decisions
- Process customer orders accurately and efficiently
- Coordinate and plan shipments to ensure timely and correct delivery
- Monitor order execution and proactively resolve potential delays or issues
- Collaborate with internal teams to ensure smooth operational flow
- Report performance, key issues, and insights to the Team Leader

Your profile:

- You are native/fluent in Slovenian/Croatian (min. C1)
- You have a communicative level of English (min. B1)
- You have great written and communication skills
- You have good cultural knowledge of a given market
- You are a fast learner
- You have a good typing speed (min. 45 wpm)
- You have good Microsoft Office and Google Cloud Suite knowledge
- You are able to work in a team as well as individually
- You are located in Szczecin (Poland) or would like to relocate
- You are able to work under pressure and multitask

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

To apply, please send your resume to praca@beliani.com.

We appreciate the interest of all candidates, but we will only respond to selected candidates who meet our expectations.