



Customer Service Specialist with Finnish

Location: Szczecin, PL/Remote

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, 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 600 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!

The role:

- Telephone and e-mail service for Swedish-speaking individual clients.
- Presenting Beliani products to our clients.
- Chat service.
- Managing the timely execution of orders and return shipments.
- Handling customer service inquiries pre- and post-sale via phone, e-mail, and chat.

What do we expect from you?

- You are native / fluent in Finnish (min. C1)
- You have a communicative level of English (min. B2)
- You have great written and communications 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

What can you expect from us?

- 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 CV in English to praca@beliani.com

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