



Customer Service Specialist with French

Location: Szczecin

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 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 French-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.
- Reporting to the Western Europe & Poland Manager.

What do we expect from you?

- Fluency in French (min. C1 level).
- Communicative level of English (min. B1 level).
- Strong written and verbal communication skills.
- Good cultural knowledge of a specific market.
- Proficiency in Microsoft Office and Google Cloud Suite.
- Ability to work both in a team and independently.
- Based in Szczecin (Poland) or willing to relocate.
- Ability to work under pressure, multitask, and be a problem solver.
- Nice to have: Fluency in any other European languages.

What can you expect from us?

- Work in an international environment within the Customer Service department of a fast-growing company.
- A pleasant atmosphere within a great team.
- Career and self-development opportunities.
- Training in all aspects of customer service - no prior experience required.
- Office in the city center - easy commuting!
- Attractive salary.
- Full-time employment contract.
- Discounts on furniture purchases.
- Pizza day, company parties, and a non-corporate company structure.
- Relocation support.

