

Customer Service Specialist with Portuguese

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!

The role:

- Telephone and e-mail service for Portuguese speaking individual clients
- Presenting Beliani products to our clients
- Chat service
- Planning shipments
- 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 Portuguese (min. C1)
- You have a communicative level of English (min. B1)
- Strong written and verbal communication skills
- Good cultural knowledge of a given market
- Proficiency in Microsoft Office and Google Cloud Suite
- Ability to work both in a team and independently
- Ability to work under pressure, multitask, and be a problem solver.

What can you expect from us?

- Work from our office
- Discount for purchases of furniture from our shop
- Company parties
- 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

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.