

Customer Service Quality Assurance & Training Specialist

Location: Szczecin, PL

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:

We are looking for a proactive, detail-oriented, and skilled Customer Service QA & Training Specialist to join our Center of Excellence team. If you're passionate about creating and delivering effective training programs, improving service quality, and working with innovative technologies like AI to enhance agent performance, this could be the perfect opportunity for you! This is a full-time, on-site role, reporting to the CoE Team Leader.

Key Responsibilities:

- Experience in customer service training and quality assurance is highly desirable.
- Proficiency in English (both written and spoken) is essential for creating materials and conducting training sessions.
- Familiarity with using AI, data analysis tools, and presentation software like Canva, Excel, and PowerPoint.
- Strong ability to identify patterns in data, analyze performance, and propose actionable solutions.
- You should have a keen eye for detail and a proactive approach to solving problems and improving processes.
- A passion for ensuring that customers receive the best possible service, and the ability to instill that mindset in the team.
- A great attitude!

What do we expect from you?

- Experience in customer service training and quality assurance is highly desirable.
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Why Join Us?

Join a fast-growing company expanding at double-digit rates, ensuring your impact is certain. Work in a dynamic, multicultural environment with colleagues from 19 countries, grow with us as we innovate in CS, and enjoy an easily accessible office in the city center!

What can you expect from us?

- Private Medical Care,
- Sharing the Cost of Sport Activities and Trainings,
- Flexible Working Time,
- Fruit Days,
- Beliani Products at Discounted Prices,
- No Dress Code,
- 26 Days Off.
- Additionally, a tailored onboarding process will be provided to the hired candidate to ensure they have the knowledge needed to become fully operational in the role.

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.