

Customer Service Specialist with Spanish

Location : Szczecin

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:

- Telephone and e-mail service for Spanish-speaking individual clients
- Presenting Beliani products to our clients
- Chat service
- Planning shipments
- Taking care of the timely execution of orders
- Customer service inbound pre and post-sale via phone, e-mail and chat
- Processing orders
- Reporting to the Country Team Leader
- Taking care of the timely execution of orders

Your profile:

- You are native / fluent in Spanish (min. C1)
- You have a communicative level of English (min. B1)
- 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

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.