



Customer Service Manager

Location: Szczecin

About 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 17 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!

Responsibilities:

- Managing Team Leaders and Agents, and supporting their development.
- Delegating tasks, organizing and optimizing CS processes.

- Managing several markets, including remote workers.
- Monitoring daily the quality and effectiveness of team activities.
- Participating in recruitment activities
- Analyzing, settling, and reporting work results.
- Ensuring interdepartmental collaboration (logistics, marketing, purchasing, finance, HR)
- Monitoring CSAT and resolving escalated issues and complaints.
- Implementing strategies set by the Head of Customer Service
- Directly reporting to the Head of Customer Service

Requirements:

- Leadership and Team Management
- Customer Service Experience
- Analytical and Decision-Making Skills
- Organizational and Time Management Skills
- Advanced English
- Hands-On Approach!

Nice to have:

- Multi-Market Support in an SSC environment
- Industry Knowledge (Retail in E-Commerce)
- Project Management (IT Transformation)
- Multilingual Abilities
- Technical Proficiency (PowerBI, Google Suite)

What we are offering:

- Working in an international environment with a place to present your skills
- Non-corporate company structure
- Office in the city centre
- Full-time employment contract
- Flexible working time
- Private healthcare package
- Multisport card

- 26 days off regardless of seniority
- Discounts on furniture purchases
- Pizza day
- Integration events
- Relocation support

Have we sparked your interest? Don't waste your time and opportunity, send us your CV in English and become part of the Beliani team!