Customer Service Specialist

Location	Ulica Stachowska 8, Żerniki, Poznan
Contract	Contract of employment, full-time
Level	Junior specialist, specialist (mid/regular)
Work mode	Full office work
Start	Immediate employment
Required language	English (Confident use)

The role

We are seeking a dedicated and passionate Customer Service Specialist to join our team. As a Specialist in Transport Administration, you will be the first point of contact for our customers, providing exceptional service and support. You will play a crucial role in ensuring customer satisfaction, resolving inquiries, and building positive relationships. The ideal candidate is an excellent communicator, problem-solver, and has a genuine desire to assist customers.

Your responsibilities

- Accounting for transport services.
- Monitoring incoming requests from customers regarding transport documents.
- Direct contact with foreign customers.
- Establishing and maintaining strong relationships with customers.
- Monitoring payment orders and striving to minimise the number of defaulted payments.
- Preparing daily and weekly reports for the supervisor.

Optional (nice to have)

- Proficiency in using CRM software, ticketing systems, and other customer service tools.
- Knowledge of German or French would be an advantage.

What we offer

- Stable employment in a growing international company (currently 2900+ employees across Europe) where expansion creates real opportunities for career scaling.
- The title of Great Place To Work Poland certificate.
- Individual training programmes and language courses.
- A one-of-a-kind friendly and supportive atmosphere and working conditions.
- Family events and celebrations for employees.
- Knowledge sharing in diverse and international teams.
- Regular feedback via surveys and internal meetings.
- A chat over lunch with our CEO, Sjef Boekestijn, to start your Egala experience.
- Internal gym and squash courts.
- Private medical care and life insurance for you and your loved ones.
- Transportation to work from Rondo Rataje.
- My Benefit Programme: choose the benefits that fit your needs from many available options.
- A special welcome gift and a buddy, a colleague who will make sure you feel well in our office.

Additional benefits

Life insurance; integration events; employee referral programme (MyBenefit); charity initiatives; family picnics; welcome gift; Inclusive Workplace; sport activities.

How to apply?

Please send your CV in English to: **APPLY**