Ready to launch your career with a global brand? ???? We’re looking for German speakers (B2+) to join a Customer Service team in Warsaw!

Hey! We're Randstad, and we're helping one of our clients (a global leader in their field) develop their **Customer Operations Hub** right here in Warsaw.

So, what's the deal?

- You’ll be part of a company with strong values and a real purpose.
- This company genuinely cares. They believe in building real, lasting relationships—with their clients and with *you*.
- **No experience? No problem!** We're hiring for potential. We believe in you, and we’ll teach you everything you need. All we're looking for is: a real passion for helping people, excellent communication skills (you know how to talk *and* listen), curiosity and a readiness to jump into new challenges.

The one key requirement: This role is all about building relationships with partners. You'll need to be fluent in German **(minimum B2 level)** and also comfortable using **English** for team communication.

Sound like you? Keep reading and hit that apply button. Let’s chat! ????

Customer Service Representative with German

Nr ref.: 274/10/2025/PT/265201/jobs.pl Warszawa (mazowieckie)

What we offer

- contract of employment,
- hybrid model of work,
- private healthcare,
- life insurance,
- lunch card,
- sports card,
- cafeteria platform,
- holiday co-financing,
- co-financing for kids' summer camps,
- Christmas gifts,
- free access to the Legimi platform,
- discount for company products.

Employment agency entry number 47

this job offer is intended for people over 18 years of age

Your tasks

- **be the main contact for B2B customers** (we're talking big companies that buy our client's

products),

- **handle the entire customer journey.** You'll check their future orders (forecasts), process their current orders, and work with the logistics team to make sure everything gets delivered on time.
- **be a problem-solver.** If a customer has a question or an issue, you’re the one they’ll call. You’ll be the detective who finds the solution and works with other teams (like sales or supply) to get it fixed fast.
- **build relationships.** Your main goal is to make the customer experience amazing and build strong, positive connections.
- **use modern tools**. You’ll have a whole ecosystem of digital tools to help you get your job done.

What we expect

- advanced knowledge of German and English (min. B2 on both languages),
- good knowledge of French will be a big plus
- eligibility to live and work in Poland,
- previous experience in Customer Service / Order Management will be a big plus
- proactive attitude with ability to quickly adapt to new situations,
- problem solving mindset,
- willingness to work with customers and building long-term relations,
- customer focus and effective communication skills,