We are seeking both **Experienced Specialists** and **Professionals in the early stages of their career** with some prior relevant experience to join newly established, strategic teams in Poznań. In partnership with a global industry leader in mobility and manufacturing, we are developing a high-impact operational structure to support the company's European supply chain and commercial operations.

Whether you bring solid experience in order management and supply chain or have built your initial track record in customer operations, logistics, or commercial support and are looking for your next professional move, you will play an integral role in managing the end-to-end order lifecycle. You will join a newly formed, dynamic team from its inception, actively contributing to the development of its organizational culture and operational excellence.

If you are driven by process management, possess a strong analytical mindset, and want to oversee commercial and supply chain flows (from order processing to cross-functional coordination), this is your opportunity to build a career within a truly world-class organization.

Customer Operations & Care Specialist with German and English

Nr ref.: 55/3/2026/NW/267373/jobs.pl Poznań (wielkopolskie)

What you can expect from us?

- **stable employment** - employment based on a permanent employment contract,
- **hybrid model** - enjoy flexibility with 3 days remote work and 2 days in the office (hybrid work model after a 3-month onboarding period),
- **flexible schedule** - choose your start time between 7:00 AM and 10:00 AM,
- **attractive financials** - competitive salary, plus a performance-based semi-annual bonus,
- **real growth potential** - dynamic career development and vast opportunities within our newly established company structures.

benefit package:

- **additional day off - „day on u”** - an extra day off for you to take care of your health and do preventive examinations,
- **co-financing for training & studies** - support for your professional development through co-financing of studies, courses, and workshops (after 1 year of working),
- **lunch vouchers** - a regular salary supplement in the form of lunch vouchers,
- **life insurance** - protection for you, with the option to extend coverage to your spouse and adult children,
- **private medical care** - access to wide-range medical packages, with costs partially covered by the employer,
- **Multisport card** - access to sports facilities for you and your loved ones (spouses, children, or partners),
- **Mybenefit cafeteria system** - employer-funded points on a platform that you can exchange for attractions, vouchers, or training,

- **tire discounts** - preferential terms for purchasing car, motorcycle, or bicycle tires after one year of work,
- **jubilee awards** - special recognition for your seniority after 5, 10, 15, and 20 years of service

...and that’s not all! We have many more exciting perks and surprises waiting for you to discover!

Employment agency entry number 47

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

What will your tasks involve?

You will act as the first point of contact for B2B customers, managing order processing, resolving escalated issues, and providing advanced product and service information. You will collaborate with internal teams such as Sales, Finance, LSCM, IT, and Marketing to ensure customer satisfaction and operational excellence.

responsibilities:

- record and process custom/special orders and coordinate with relevant teams
- respond promptly to escalated customer issues and ensure resolution
- act as first point of contact for customer queries and complaints
- provide advanced product/service information and support fitment inquiries
- follow sales and channel dynamics to provide tailored suggestions to customers
- build strong customer relationships and adopt customized strategies
- collaborate with cross-functional teams to resolve issues and improve processes
- participate in regional meetings and share feedback from stakeholders

What we expect from you?

- education, master, other certification: no specific degree required; experience in customer service preferred,
- experience: previous experience in customer service roles is an advantage
- technical Skills: SAP knowledge, basic Excel skills,
- familiarity with CRM tools (Freshdesk, Salesforce, ERP systems),
- ability to navigate data and use Power BI for insights,
- languages skills: **German C1, English B2,**
- soft/behavioral skills: strong communication and problem-solving skills, customer focus and ability to manage complex issues, collaborative mindset and ability to work across departments, goal-oriented and proactive approach, ability to prioritize and manage multiple tasks, resilience in handling challenging customer situations.