Are you fluent in Dutch? Are you looking for a new professional challenge that will allow you to work with foreign languages on a daily basis?

For our client, a global insurance company, we are looking for a Customer Service Specialist.

If you are customer-focused, detail-oriented, and enjoy keeping everything running smoothly, this position is for you. We are looking for motivated individuals to support our team in the Netherlands and ensure smooth and reliable service delivery. Join our new team in Warsaw and become a key player in this dynamically growing company.

Client Services Specialist with Dutch

Nr ref.: 146/8/2026/PK/270006/jobs.pl Warszawa (mazowieckie)

What you can expect from us?

- Employment contract
- Modern office in Warsaw
- Possibility of hybrid work (after onboarding 3 day from office, 2 days from home)
- Office hours - working hours start at 8:00 or 9:00 AM and finish at 4:00 or 5:00 PM depending on the start time.
- Work in an international environment
- Professional onboarding and training
- Benefit package

Employment agency entry number 47

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

What will your tasks involve?

- Direct contact with individual customers via phone and email
- Clarifying invoice-related issues
- Assisting with technical issues (e.g., logging in)
- Providing information on claim status and policy changes
- Processing and implementing policy changes
- Preparing and sending policy documents to customers
- Handling returned correspondence
- Registering new claims
- Preparing necessary documentation for claims
- Coordinating communication between customers and specialists
- Ensuring smooth and timely processes

What we expect from you?

- At least 1 year of experience in customer service, administration, or support roles
- Excellent interpersonal skills and a natural customer focus
- Very good knowlege of **Dutch and English (min. B2/C1)**

- Conscientiousness and attention to detail - you appreciate tasks being completed precisely the first time
- Excellent interpersonal skills and a natural customer focus
- Proactivity and commitment