

Are you fluent in Dutch and looking to leverage your extensive expertise in the insurance sector? For our client, a global company expanding its operations in Warsaw, we are seeking experienced insurance professionals for senior roles within their growing team.

If you bring a strong background in phone-based customer support and enjoy guiding and mentoring others, this position offers the perfect blend of client engagement and leadership support. Join this new project in Warsaw and help shape the quality and performance of the team from the ground up!

Senior Client Services Specialist with Dutch

Nr ref.: 194/9/2026/AK/270427/jobs.pl Warszawa (mazowieckie)

What you can expect from us?

- Employment contract.
- Opportunity to co-create a senior function in an international, dynamically expanding company.
- Comprehensive onboarding and professional growth opportunities.
- Attractive benefits package (sports card, medical package, insurance, etc.)
- Modern, well-located office in Warsaw (Śródmieście).
- Hybrid work model (after the initial onboarding period: 3 days in the office, 2 days from home).

Employment agency entry number 47

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

What will your tasks involve?

- Providing high-quality, phone-based customer service for clients in the insurance market.
- Handling complex customer inquiries, policy adjustments and elevated service cases.
- Dedicating roughly half of your time to supporting, mentoring and coaching junior team members.
- Leading onboarding sessions, training and providing active floorwalking support.
- Assisting colleagues with challenging insurance claims and procedural edge cases.
- Ensuring smooth operational workflows and high standards of service delivery.

What we expect from you?

- Fluent Dutch minimum C1
- At least a communicative level of English, both spoken and written.
- 4–6 years of experience in customer service within the insurance sector strongly preferred
- Proven experience or strong aptitude for training, coaching and onboarding junior employees.
- Valid WFT certification is a major advantage.
- Excellent communication, interpersonal, and mentoring skills.
- Strong problem-solving abilities and high attention to detail.