If you feel comfortable speaking English, have proven experience in a customer-facing role in the corporate environment, and would like to join a global brand in Wrocław - **APPLY!**

Senior Customer Service Representative

Nr ref.: 204/10/2026/AS/270979/jobs.pl Wrocław (dolnośląskie)

What you can expect from us?

- Great challenges with the B2B clients from the MEA region
- The smooth recruitment process
- Hybrid working model
- Business working hours (6:00-14:00/7:00-15:00)
- Possibility of working one Sunday per month
- Private medical care (individual and family packages)
- Group insurance (in PZU)
- Sports card - MultiSport (for you and your loved ones)
- Online cafeteria - benefit platform (discounts e.g. for cinema tickets)
- Temporary contract (min. 12 months)

Employment agency entry number 47

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

What will your tasks involve?

- Proactively managing key customer relationships and acting as the primary point of contact for all service-related queries and issues. Understanding, anticipating, and identifying the service needs of premium accounts to ensure high client satisfaction.
- Handling the end-to-end order management process, including monitoring order status, addressing backorders, and providing proofs of delivery. Proactively informing customers of any potential order disruptions and updating relevant customer portals as needed.
- Reviewing purchase order requirements to ensure alignment with standard commercial terms and conditions, utilizing CRM tools (e.g., Salesforce) to support customer relationship workflows.
- Preparing and analyzing operational reports, performance metrics, and dashboards (both internal and client-facing). Actively participating in client review meetings, evaluating service processes, and driving continuous improvement in process efficiency.
- Partnering closely with internal logistics teams, issue resolution/complaints departments, credit control/collections teams, and business stakeholders to resolve claims and uphold high service quality standards.
- Participating in regular customer meetings to identify opportunities for enhancing customer satisfaction, communication channels, and overall operational efficiency.

What we expect from you?

- Bachelor’s degree or higher
- Equivalent professional experience (minimum 3 years)

- Strong skills of ERP and CRM systems (SAP and SalesForce)
- English at minimum C1 level
- Knowledge of any additional European languages will be an asset
- Highly self-motivated
- Strong interpersonal and relationship building skills
- Proactive approach to job responsibilities
- Flexibility to adapt quickly to changing priorities