

Customer Care Assistant/Specialist

At LINK, we connect businesses to customers through our communications products and services that drive engagement and satisfaction during each stage of the customer journey.

You're probably already familiar with us: we're behind the messages you receive via SMS, WhatsApp, email, or even to check-in for your upcoming flight, receive delivery notifications, cash in a mobile coupon to your favorite store, and so much more.

Key Responsibilities:

- Handling customer inquiries via email, phone, and chat;
- Supporting customers during the onboarding process to ensure a smooth start with our system;
- Collaborating with the team on daily customer service operations and task distribution;
- Updating customer data and maintaining documentation;
- Ensuring high service standards and building positive long-term relationships with customers.

Your Profile

- **Advanced knowledge of Polish is an absolute must-have;**
- A communicative, well-organized, and independent individual;
- Previous experience in customer service or office administration (preferred, but not required);
- Someone open to learning and working with new technologies;
- Proficiency in English will be considered a significant asset.

We offer:

- Hybrid work model after trial period (3 days/week in the office in Gliwice, 2 days/week remotely)
- Co-financed Medcover care;
- Co-financed private life-insurance;
- Co-financed MultiSport card;
- Extra day off on your birthday;
- Team building events;
- Extra fee from employer for retirement program (PPK);
- Employee Referral Program;
- Summer bonus;
- Fruits in the office;
- Lunch days: Mondays & Wednesdays;
- Free parking (cars & bikes).