



# EXENO

**Exeno sp. z o. o.**

is seeking a

## **Customer Service Specialist**

### **Who we are:**

- Exeno.com is a globally oriented e-commerce, offering a wide range of products from the categories of electronics, art, fashion and much more. We distinguish ourselves by offering payments exclusively in cryptocurrencies, without the need to convert them into fiat currencies.

### **What will you do:**

- Resolve customers' complaints, problems and questions regarding the functioning of the store, its products and the payment system,
- Provide the customers with information about the status of their orders, incl. projected shipment terms, Customs fees etc.,
- Moderate comment sections on social media platforms – Facebook, Instagram, Twitter
- Detect and suggest solutions for the key problems customers and potential customers might have,
- Support Marketing, PR and Communications departments in everyday tasks.

### **We are looking for candidates with:**

- Confidence working in English-speaking business environment: English proficiency to at least B2 standard,
- Good knowledge of Microsoft Office environment,
- Ability to work in a fast-paced environment,
- Knowledge of e-commerce and cryptocurrency market as an additional asset

### **Additional info:**

- Office-based role in an attractive location in the city center (ul. Bagno 2, Warszawa Śródmieście) with excellent public transport links (1 min walk from Śródmieście M1 and M2 station),
- Standard working hours are Monday to Friday, 9AM to 6PM,
- We offer casual work contract (Umowa Zlecenie), but are open to discussing alternative employment agreements on a case-by-case basis,
- We'll provide you with necessary equipment on site.

Apply by sending your CV to [jobs@exeno.com](mailto:jobs@exeno.com). Please include the following declaration: "Wyrażam zgodę na przetwarzanie moich danych osobowych przez Exeno sp. z o. o. W celu prowadzenia rekrutacji na aplikowane przeze mnie stanowisko".

Please note that only shortlisted candidates will be contacted.