

# TRY ON A NEW CAREER!

Jobs By  
H&M



For our Customer Service Center in **Warsaw** we are looking for a **Customer Service Agent**

**Customer Service Agent - Croatian Team  
Warsaw, Poland**

H&M's Global Customer Service is a multichannel and multi-brand organization with a focus on the customer dialogue throughout their journey. It's all about the customer!

*Are you ready for a customer focused, action-packed career at the heart of our company?  
Find your place in a fast moving environment where you create the optimal customer experience, with excellent service in a global fashion setting. We are offering a job where every day is a challenge, where only you set the limits to your career possibilities and where your personal growth and development is just as important as our business.*

## Work Description

The job of a Customer Service Agent comes with a range of responsibilities –and lots of rewards. Your to-do list includes:

- Handling every customer contact with interest and care, providing customers with solutions and advice
- Being an ambassador for the H&M Group in every contact
- Inspiring our customers about fashion and advising them on the latest campaigns and products
- Efficient use of business systems to ensure as much time as possible is spent helping our customers
- Adhering to laws and policies regarding personal data and payment procedures
- Communicating clearly both verbally and in writing

## Who are we looking for?

Just like everyone at H&M, we believe you are social, open and an ambitious team player full of drive and optimism. Your personal qualities should also include:

- A friendly and helpful approach to our customers and colleagues.
- Being open to feedback and to communicate with your team and managers in a clear and straightforward way.
- The ability to multitask and handle the pressure of a busy day.
- The drive and ambition to complete your tasks in a timely and effective manner.
- A willingness to learn and improve

## Also you have/are

- Bulgarian language – native or skilled as native in speaking and writing
- English language – intermediate level in speaking and writing

## What we can offer you:

- ✓ Competitive salary based on benchmark tests in Warsaw
- ✓ A lot of company benefits - H&M discount card, Group life insurance, Medical package, Sports and leisure discount
- ✓ Work in a friendly atmosphere where we promote diversity and equality as well as supporting personal growth'
- ✓ Modernly equipped workspace with resting areas, daily fruits etc., located in the center of Warsaw with an easy access to public transport
- ✓ Modern workspace with rest areas, daily fruits etc. Location is Central with good transport links

This is a full time position, 40hr contract and you will be working in shifts that includes evenings and weekends. Your prime responsibility will be offering the best Customer Service for H&M on telephone calls and emails.

**Sounds interesting? Here's your chance for a career with endless opportunities!**

Please send your application form to [ilona.sadovska@hm.com](mailto:ilona.sadovska@hm.com)

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