



As a big leading multinational company, we are **pushing boundaries** in the world of traditional and digital strategies with a spark for genuine creativity. There are **no two days alike** and that is what gets us excited every morning. That means working here is **challenging, invigorating, and rewarding**. We are one group, but with many opportunities. Join us and become a part of a group of **158 nationalities** speaking 58 different languages through 140 countries! Having **37 iconic international brands** in our Group portfolio makes your adventure limitless!

Discover the world of L'Oréal by applying for:

Consumer Care Intern (m/f)

Based in our office in Zagreb

(student contract)

YOUR ROLE:

We're looking for a new colleague (m/f) who will be a part of our L'Oréal team and be a driving force in the future of beauty industry. Position of **Consumer Care Intern** requires motivated, agile, and organized person who will be responsible for:

- Managing **interactions** across our **brands' social media channels, live chat, phones and e-mails** to offer an **excellent consumer experience** and create **engaging conversations**.
- Ensuring **excellent customer service** by providing **detailed information** about our **products, brands and the Group**.
- Cooperating closely with **Marketing, Digital, Legal, Scientific and Corporate Communication teams**.
- Reaching **KPIs** while ensuring the **high qualitative standard** of the **service provided**.
- Acting as an **in-house consumer care insights expert** who connects **consumers** to the **business** by generating **actionable reports** that leads to **optimization** and **efficiency** in **performance**.

YOUR JOB MISSION:

With us, you'll strive and drive. You'll try, might fail, try better to succeed. You will never do it alone, but with our inspiring teams. At L'Oréal, you get down to every task as if you're the leader of that project - no matter what your title says. We want you to grow beyond your limits by creating an environment where you are inspired to learn, to challenge the status quo

and to make your ideas as best practice. We want to spread your wings by constantly exploring and upgrading yourself in various areas.

THE IDEAL PROFILE:

- Preferably holds a **Bachelor's Degree**
- Has excellent **written** and **verbal communication skills**
- Has strong **interpersonal** and **organizational skills**
- Is an **efficient multi-tasker**
- Has **high orientation to details**
- Works with **responsibility** and **autonomy**
- Is skilled in **MS Office** (with focus on **Word** and **Excel**)
- Fluent in **English** and **Croatian language** (**Slovenian** is a plus)

WONDERING WHO YOU WOULD WORK WITH?

Our L'Oréal Adria Balkan dream team is based throughout several countries (Bosnia&Herzegovina, Bulgaria, Croatia, Serbia and Slovenia), speaking more than 7 languages, and united towards one ambition – creating L'Oréal, for the future!

On this position, you would be based in Zagreb, but you would closely collaborate with passionate and engaged colleagues throughout all our countries, that are experts in their respective fields and that are driving excellent market performance results in a highly ethical, friendly, and inspiring environment!

We're proud to say that L'Oréal Adria Balkan region is winner of several „Zlatni indeks“ awards in Croatia and recognized as one of top employers in Serbia with recognition „Vrh poslodavac“!

WHAT WE CAN OFFER YOU?

You might be a cosmetics junkie — or you might not. You can be an introvert or an extrovert. The point is, whoever we are, we are all a team and we're always here to help, celebrate and cheer one another! That's what makes the glue of L'Oréal: the people. But apart from that, we also appreciate and share our love for:

- Numerous opportunities for **constant learning**, with many online&offline educations!
- **Our colleagues**. They will be like your second family. P.S. we enjoy our team buildings and informal gatherings as well!
- **Love for food**. Fresh fruit for the breakfast? Many coffee machines (or space to cook your own turkish coffee!) and our cozy lunch spaces? Yes, we have it 😊
- Our **Share&Care program**. It serves to offer numerous benefits to protect us and our health, to give us balance in personal life and workplace as well 😊
- **Flexibility**. As simple as that – from flexible working hours, to possibility of remote working, to Sunny Fridays during the summer where we enjoy shorter Fridays!
- We don't have to mention working with **top international brands** in the business, and the most passionate professionals in the industry?
- The fact that there's (usually) **no such thing as standard career path**. Each of us has the opportunity to be empowered and to lead the change we want to see within the biggest beauty company in the world!

Find more about our projects & brands that we're so proud on, and our Adria Balkan region on this [LINK](#)!

OUR VALUES

Passion, innovation, entrepreneurial spirit, open-mindedness, quest for excellence and responsibility are in **L'Oréal's genetic code**.

If you are ready for this challenge apply by sending your **CV and cover letter in English by 17.12.2025. via this [LINK](#)!**

Only short-listed candidates will be contacted.
All applications will be treated in the strictest confidentiality.