

## CUSTOMER SERVICE AGENT (m/f) Nordics



We are Geschenkidee – one of the leading online shops for gifts and experiences in Europe! With our international team of over 25 nationalities we are in a beautiful office in Berlin, Prenzlauer Berg. Currently we are live in Germany, Austria, France, Spain, UK, Italy, the Netherlands, Poland, Sweden, Denmark, Belgium, Finland, and Norway.

We have an international **customer service** team and are currently looking for **support** for our **Nordic markets** (Sweden, Denmark and Norway). Do you love to delight customers and want to shape the communication with our customers? Do you speak one of the Nordic languages on a native level, and have a good understanding of the others (Norwegian/Danish/Swedish)? Then this might be the job for you!

### Your responsibilities:

- You are the first point of contact for our Swedish, Danish and Norwegian customers and create an exceptional customer service experience
- You take care of the customer queries – via telephone and email
- You process incoming orders and take care that they are handled in a smooth way
- You coordinate with the Operations team to ensure all orders are processed seamlessly

### Your profile:

- You speak one of the Nordic languages on a native level and can communicate well with Danish/ Norwegian/ Swedish customers
- You already gained some experience in the area of customer service, a call centre or customer facing role
- You have worked with an inventory control system or you have an affinity for computers
- You grasp new information quickly and you are open to work your way into new areas
- You are communicative and you enjoy helping clients
- You are organised, like to work independently and to take responsibility

### What we offer:

- A great Customer Service Team which will welcome you with open arms
- Lots of exciting and extensive insights into the setup of an E-Commerce company
- A beautiful office in Prenzlauer Berg and an exciting workplace in a dynamic and motivated team with flat hierarchies
- Perks such as fresh fruit and drinks, regular teamevents, German classes, employee discounts and challenges at your desk as well as in table tennis and kicker! ☺

### You want to be that customer service specialist?

Then send your **application** along with your **salary expectations** and **earliest possible start date** to [job@geschenkidee.de](mailto:job@geschenkidee.de). Your contact person is Jessica.

We are looking forward to hearing from you!