

LINDEX

<https://sinneworks.se/jobb/lindex-2/>

Finnish-speaking customer service rep. plus much more to Lindex!



Description

We are looking for you who want to be responsible for our Finnish customers and be part of a well-known retail company, in a position where you will have the chance to influence and have an impact. You will be working at our head office in the Centralstation in Gothenburg.

Responsibilities

As a Customer Dialogue agent you are part of Lindex Customer Engagement department. Your focus area is the Finnish market and you also support the European and Swedish markets. You communicate with our customers via phone, mail and social media where we help them with a wide variety of issues and questions regarding i.e. product range, quality, complaints, orders etc.

Are You the one?

It is a great advantage if you have a graduation in service management or relevant retail or hospitality education. To succeed in this role, you are a business oriented and customer focused person with previous working experience within service and customer communication. We believe you are service minded and have a natural drive to achieve customer satisfaction. You are responsive to our customer's needs, solution focused and enjoy problem solving. You will also be part of developing our customer service processes. You are passionate about communication and you can easily adapt to wanted tone of voice depending on which channel you communicate in.

We also believe you have an analytical mind set, like to structure your work to meet deadlines and are great at prioritizing. Furthermore, you are a strong team player who prefer to collaborate. Your great social skills will be highly appreciated in this position.

You speak and write Finnish, English and Swedish fluently. Since you work daily in various IT systems, you have good computer skills where you easily can comprehend and interact in new systems and technologies.

This is a temporary position, approximately for one year.

Hiring organization

Lindex

Employment Type

Customer service representative

Beginning of employment

December

Duration of employment

1 year

Industry

Fashion

Salary

28000 SEK

Job Location

Göteborg

Working Hours

Full-time

Date posted

2019-11-22

Lindex

Lindex is an international retailer with a strong Swedish heritage. We are focusing on delivering an outstanding customer experience, digitalization and development of all our channels. To be a part of Lindex means to be working in an exciting, inspiring and fast changing environment. More than half of Lindex total garments are made from more sustainable materials and Lindex is dedicated to reach 80% by year 2020. We are a vision and value driven company. We act sustainable, empower each other, seek constant improvement, make business-oriented decisions and make it simple.

Do you share our values?

Contacts

Want to hear more? Don't heisitate to contact us info@sinneworks.se!