



BY APPOINTMENT TO
HER MAJESTY THE QUEEN OF DENMARK

GEORG JENSEN

ESTABLISHED 1904

Customer Service Coordinator Global E-Commerce

Would you like to be part of an international concept business with more than 100 years of history? Georg Jensen is a global company with a strong brand and a culture built on a deep and rich heritage of Scandinavian design and craftsmanship. Georg Jensen is a well-established Danish design company within Jewellery, Watches, Silverware and Home products.

We are currently looking for a talented Customer Service Coordinator to join our Global E-commerce Customer Service team. We are looking for a person who is eager to deliver unrivalled customer service and has an avid passion for serving our retail customers, enjoying the everyday contact, while giving an out of the ordinary, and inspiring, customer service experience, as well as supporting all markets and internal & external partners.

The Customer Service Coordinator will help the team to ensure continuous and constructive dialog with retail customers and other partners. You will join the Global E-Commerce team and have two colleagues dedicated to the Customer Service. The employee will refer to the Head of Global E-Commerce. The position is full-time.

Your key responsibilities:

- Handling of daily requests from External Retail customers (telephone/e-mails/etc.), primarily Denmark and Sweden, secondary all other markets
- Support to External Retail customers; hereunder inquiries on delivery times and product information
- Ad Hoc duties from sales team
- Support E-commerce team on everyday tasks
- Execution of online operations in relation to georgjensen.com
- Checking online orders, and see whether the orders can be fulfilled
- Handling returns - refund or exchange
- Assist with content creation and management in cooperation with relevant departments and markets
- Quality control of online content, new and existing

The ideal candidate has the following competences:

- Fluent in Danish and English
- Preferably knowledge of other Scandinavian languages
- Proficient in Microsoft Office applications (Excel and Outlook), and ERP systems as AX12
- Interest in and experience with customer service
- Profound understanding and knowledge of online solutions and media
- Interest in online operations, marketing and communication
- Experience from retail environment is valued

Your profile being:

- Customer and sales oriented
- Excellent telephone manor, hereunder relational skills
- Excellent prioritization skills & ability to multitask
- Service minded, flexible and an extrovert personality
- High stress threshold
- Commercial, professional and proactive mind set
- Proactive solution oriented attitude
- Creative eye and detail oriented
- Integrity and hands-on mentality
- Structured planning and priority setting

Further information

For further information, please contact Will Lockie, Head of E-Commerce, at wle@georgjensen.com. We also recommend you to visit our website at www.georgjensen.com.

Your application

Please click on this [link](#) to apply for the job. Applications must be received no later than August 26, 2018. We will review incoming applications on an ongoing basis. We will be performing interviews throughout the process and look to fill the position as soon as possible.

As a global business, we rely on diversity of culture and thought to deliver on our goals. To ensure diversity we seek talented, qualified employees in our operations around the world regardless of race, colour, sex/gender, including pregnancy, gender identity and expression, national origin, religion, sexual orientation, disability, age, marital status, citizen status, veteran status, or any other protected classification under country or local law.