

CUSTOMER SERVICE AGENT

GANNI is looking for a Customer Service Agent to join our growing Customer Service & Logistics team in Copenhagen

Are you passionate about Customer Service, passionate about driving improvements in a fast-paced environment? Are you ready to be the leader within your area and develop the relationship with our customers?

For the right person this is a unique opportunity to become part of a fast growing Fashion Brand.

A CUSTOMER SERVICE AGENT AT GANNI IS

- A fashion addict – with a natural interest in the international fashion scene
- A customer service professional with a pro-active approach to problem solving and decision making
- An ambitious team player with passion for service and quality
- Able to lead change/improvements with customer satisfaction in focus
- Able to process newness and creative thinking into the Customer service function

REQUIRED SKILLS AND EXPERIENCE

- Bachelor degree with a minimum of 1-2 years relevant working experience related to Customer Service
- Experience with working in an international environment
- Strong communication skills
- Ideally experience with the systems Zendesk and Salesforce Commerce cloud

RESPONSIBILITIES

- B2C and B2B Customer Service
- Handling of customer queries via chat, mail and phone
- Handling of orders and returns - Including follow up and sending tracking numbers
- Secure a high service level towards all our customers
- Close contact with our logistics 3PL partner regarding deliveries and specific customer requirements
- Constantly seeking to identify and implement process improvements to support service level and sustainable development targets
- Being a proactive and contributing team player in both the Customer Service & Logistics team as well as with sales and other departments in GANNI
- Ad hoc tasks

The position reports to Head of Customer Service & Logistics.

APPLICATION

Please send your application and CV to job.csagent@ganni.com

As we interview candidates continuously, we ask you to kindly send your application as soon as possible and no later than 10th of December 2018.

All inquiries for the position should be directed to head of Customer Service & Logistics

Karolin Stjerna karolin.stjerna@ganni.com