



**We are looking for a Customer Service Coordinator with Swedish, English and preferably German language skills to join our Customer Service team in Gothenburg. This role involves handling and developing global customer relationships with a focus on maintaining a high level of service both internally and externally.**

### **Responsibilities**

As a Customer Service Coordinator you have a key support role at Brandon. Our team has shared responsibility and always delivers our best with a positive and professional attitude. Our clients are our customers as well as our colleagues.

### **Main tasks:**

- Working towards department targets
- Order entry
  - Dealing with manual orders from incoming web orders and emails
  - Managing incoming orders from the Customer's external purchasing system
  - Quotation management
  - Process advance payments and proforma orders (invoices)
- Web shop support
  - Guide the customer through our registration and the order entry process
  - Administer customers' accounts
- Claims & Return management
  - Assist customers through claim and return processes
- Managing financial administration
- Product Support
  - Keeping customers informed about products, collections and prices
- Logistic Support
  - Issuing transport quotations
  - Managing delivery terms CCP, Cooperation with carriers (ours and the customers own)
  - Provide individual customer and carriers with detailed shipment & customs documents
- Shop assistant, duties in the shop we run for one of our customers
- To increase value for our customers and our own business by

#### **Brandon AB**

P.O. Box 480 30 418 21 Goteborg, Sweden Visit: Lindholmspiran 3B Phone: +46 31 7644700 Fax: +46 31 7644701

[www.Brandoncompany.com](http://www.Brandoncompany.com)



suggesting new features, concepts and practices within customer service.

**The ideal candidate will have:**

- Previous work within customer service
- Previous knowledge of administrative tasks and web shop administration
- Familiarity with Customer Relationship Management system
- High communication skills in Swedish and English and preferably German
- Other language skills such as Italian, French and Spanish

**Please send your application; cover letter and your CV in English to [sofia.lenhagen@brandoncompany.com](mailto:sofia.lenhagen@brandoncompany.com)**

**Any applications without a cover letter/CV attached will not be considered.**

We will be interviewing on a continuous basis, so please apply for this position as soon as possible.

All questions regarding the position should be sent to Sofia Lenhagen, Customer Service Manager by email: [sofia.lenhagen@brandoncompany.com](mailto:sofia.lenhagen@brandoncompany.com)

**Brandon AB**

P.O. Box 480 30 418 21 Goteborg, Sweden Visit: LindholmSPIren 3B Phone: +46 31 7644700 Fax: +46 31 7644701

[www.Brandoncompany.com](http://www.Brandoncompany.com)