



**About Panduro:** *Creative employees inspire creative customers, and as a Panduro employee, you will help to beautify the world with color, curiosity and imagination. Panduro is a European market-leader for hobby materials, has 114 shops in six countries and employs around 850 people. Our assortment consists of 20,000 items and features products for every kind of hobby – interior design, paper crafts, baking, textile decoration, handicrafts, children’s crafts, art and more. At the head-quarters in Malmö, we have our own product development for the Panduro Design brand, which is only sold with us and our resellers. At Panduro, we respect each other, put one another’s expertise to use and value our differences. Everyone has responsibility and everyone’s ideas and initiatives are welcome. Together we are adding beauty to the world, and employment at Panduro will add beauty to your resume. Please visit [www.panduro.com](http://www.panduro.com) for further information about the company.*

# Customer Care Assistant

**Panduro in Malmö (Fosie) is recruiting a proactive and outgoing Danish Customer Care Assistant.**

**Do you want to be part of a fast-moving retail company in a team which will develop the customer care journey to new heights? Do you speak Swedish, Danish and English fluently?**

## We offer

Working with us means that you will be part of the Scandinavian Customer Care Team in a global environment representing the value based Panduro brand.

From our Head Quarter in Malmö you will work directly towards our employees, visitors, end users, shops, retail companies and distributors world-wide. You will also be an important link working closely as a support to our contact center.

You will be participating in the constant development of new ways of meeting and exceeding employees and customers’ expectations in an agile atmosphere.

## Job description

You are offered a challenging and developing position in an international environment. You will be part of a professional and dedicated team.

## Your main tasks

- Be the first contact solution effortlessly resolving shops and customers’ queries with a phone call, e-mail, chat or message.
- Report potential development, in-house information about potential challenges and various customers feed-back.
- Process internal and external orders, review complement and coordinate.
- Order and delivery confirmations containing delivery and payment terms
- Advice and information regarding product selection
- Proactively contact customers for follow-up of deviations
- Handling of complaints
- Registry management in Klarna and Voyado, our Customer Club “We are Panduro”

## Qualifications

You have at least an upper secondary school diploma and/or experience within business administration and/or service management.

The position requires that you speak Swedish, Danish and English fluently. If you also know Norwegian, this will be an advantage.

We believe that you have at least three years of experience from Customer Service and Sales. You have experience from ERP systems and you carry great computer skills within MS Office.

## In order to be successful in the position we believe that:

- You are result and sales oriented.
- You are a strong communicator ready to deliver excellent customer care.
- You are a structured and responsive team player who enjoys developing relationships with both customers and internal networks to meet goals and KPIs.
- You know how to prioritize your work and know how to adapt rapid changes in a good way. Seeking solutions and being solution oriented is important.
- You will need to be a team player, someone who loves helping your team mates and bring good energy to the work place. Working should be fun and bring joy to our everyday environment.
- Speaking and making your point is important but being a great listener is crucial.

It is an advantage if you have knowledge and interest in DIY hobbies. You should be able to inspire and encourage to creativity all the time.

## Information

The position is a full-time, temporary post from: Oct 1st – Nov 30th 2019 and Apr 1st – Sept. 30th 2020.

Working hours will be 08.00-17.00/9:30-18:00. Starting date will be Oct1st, 2019.

Please apply as soon as possible since we continuously will select for interviews.

**Submit your application to Lenita Silvhed – [Lenita.silvhed@panduro.se](mailto:Lenita.silvhed@panduro.se)**

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