

# Customer Service Representative - Denmark

## Country

Belgium

## Location (city)

Brussels

## Contract type

Regular contract

## Reference no

BEN000122

## Publishing date

30-Jun-2010

## Company description

About LS&Co. Founded in 1853 by Bavarian immigrant Levi Strauss, Levi Strauss & Co. (LS&CO.) is one of the world's largest brand-name apparel marketers with sales in more than 100 countries. There is no other company with a comparable global presence in the jeans and casual pants markets. Our market-leading apparel products are sold under the Levi's®, Dockers® and Levi Strauss Signature™ brands.

## Job Purpose

Handle customer queries and claims timely and accurately, managing customer product mix using applications and processes designed to support service delivery.

## Critical Results

- Ensure all queries are dealt with using the highest level of customer service standards.
- Ensure optimal relationship with customer by proactively communicating with key contacts to ensure issues are resolved.
- Ensure the customer data is up to date and accurate.
- Input customer orders and ensure accuracy at all times.
- Handle returns within set guidelines.
- Provide proactive sales support, use every sales opportunity.
- Provide account managers with customer related information.
- Provide information about customer feedback on products.

## Experience and competencies required

- Previous professional experience working in a customer facing role (ideally in a customer service environment)
- Very good numerical skills
- Commercial skills
- Good knowledge of Microsoft Office (Outlook, Word, XL)
- Aptitude for systems (knowledge of Baan is a clear advantage)
- Extremely good customer focused written and spoken communication skills
- Relationship management and negotiation skills
- Excellent level of Danish and English (knowledge of further Scandinavian languages like Norwegian, Swedish, and Finnish would be a plus)