



CUSTOMER SERVICES NORTHERN EUROPE VACANCY

Based in Marlow, UK

Do you have a solid experience in Customer Service? Do you have excellent communication skills in English and Swedish? Are you ready to take up a new challenge and become part of a multi-national team within a multi-cultural global company?

Then join us at Sennheiser – a global market leader within audio.

As our new Customer Services Generalist, you will be the first point of contact and interface between the Customer and all relevant internal departments at Sennheiser. You will encompass the customers' needs by providing and delivering a professional, high quality service, and offering assistance before, during and after the customers' requirements are met.

You will accept inquiries, manage orders and handle claims for customers in our ERP and CRM systems using the Sennheiser guidelines and specifications. The role requires maintaining an excellent level of customer focus, quick thinking solutions and ability to prioritize according to various needs as they arise.

As the Customer Service Generalist, you will be a member of a European cross-border and cross-functional team and your culture and language skills will be the ambassadors of our corporate culture principles. You will be based in our UK office and you will provide a backup for our Swedish and Danish offices.

Your daily tasks will include:

- Manage the order cycle processing in a timely manner to include order acknowledgement, ensuring amendments to orders are actioned immediately and communicating the details to the relevant people.
- Channel customer requests to the relevant department within Sennheiser and ensure all information is passed on using the defined Ticketing or e-mail system.
- Provide a professional and efficient support to our customers.
- High level of accuracy and reliability for orders right through to completion and understand the full business process including Order Status
- Take ownership from first point of contact and escalate to Customer Service Specialist if necessary.
- Demonstrate a high level of Customer Care incorporating the Sennheiser product portfolio, general knowledge of product descriptions, pricing, availability, order status, bookings and tracking's.
- Be familiar with the Sennheiser website, I-Parts and the Sennheiser Sound Academy for application and general product training, Sales Portal and EDI.
- Excellent knowledge of all applications applicable to Customer Service.
- May be required to work with channels/allocation captains.
- Understanding the intricate customer's special requirements within our logistic processes.
- May be required to manage customs and compliance regulations in line with our customer orders.
- Handling of customer complaints and RMA processes.
- Ensure maintenance and filing of our customer records in ECM are archived in accordance with our corporate procedures.
- Support projects and duties applicable to Customer Service.

**Qualifications and skills:**

- Contact Centre Experience
- Minimum of 3 years' experience in Customer Service or Order Handling is required
- Proficient in Microsoft Office 365 packages
- Experience in using ERP systems preferably JDE, CRM, ECM and BI Reporting
- Excellent communications skills in spoken and written English and Swedish
- Demonstrate a strong positive work ethic that embodies the company's culture principles.
- Ability to work independently as well as part of a motivated flexible team
- Strong team spirit and good time management are essential
- Professional and customer focused communication
- Continuously strive to upskill and keep abreast of change

A few words about us:

You will be joining a well-established organisation and form part of the Northern Europe Customer Services team consisting of 10 people based in various European countries including the Netherlands, UK, Denmark, Sweden, Norway and Finland. Your main points of contacts will be within the UK and Nordics, but you will also to an extent interact with our German headquarters and other colleagues in the European organisation.

Are you interested?

We review applications and invite candidates for interviews continually.

We look forward to receiving your application, please attach your up to date CV in English only.