

Sales oriented Customer Support Specialist - Swedish & Danish speaker

"Hej hej alla söta kunder! / Hej hej skønne kunder

Wanna talk to happy customers and carpenters all day long? Who never has any challenges or issues in their lives? Customers who always remember to order the correct product, treat it correctly and cancel within time if they don't want it anyway?

Then you don't have to read any further - because at Klar we have an awesome Customer Support Team who works with real human beings every day. People with questions, doubts, claims – and sometimes customers who just need good advice and a bit of guidance before making the right purchase. They - of course - also laugh and smile with them and hear many great stories. You can now be a part of this awesome team, join forces and close cases. **We are seeking you who speaks Swedish fluently and Danish and has great experience within online Customer Support and sales.**

Are you ready to be the warm, welcoming voice of Klar? Do you have a knack for making customers feel truly valued and heard? If so, we have an exciting opportunity for you! As a Customer Support Specialist, you will not just be answering phone calls, emails, and social media messages – you will be the go-to person for our customers, guiding them through our products, troubleshooting issues, and ensuring their questions are answered with expertise and care.



At Klar, we are not just any e-commerce company. We are the architects behind the curtain, bringing you the finest windows and doors with a dash of digital excellence. Imagine shopping for windows and doors online without the hassle. That's what we do! Our web platform is like no other, and it has won awards to prove it. We make buying windows and doors a breeze, saving you both time and money - what's not to like!

On top of this we also take good care of our B2B business. That's a new adventure we just started and for you to be a part of in Customer Support.

For you to be a success in Klar...

- It is an ultimate requirement that you have 2+ years of experience in Customer Support on the phone and online - if you come from the B2B world that is an advantage
- Experience from telco business, a customer contact centre or a B2B online platform within sales, retention, claims or win-back is an advantage as it will strongly help on your communication skills
- Your problem-solving abilities are so sharp they could cut through window glass (figuratively, of course).
- You are tech savvy and computers are your trusty sidekicks, and you are proficient in using software and tools for customer support (we use FreshDesk, Monday.com and Notion)
- You are all about the customers, always aiming to resolve their issues like a champ - you are customer centric in your bones
- Fluent in **Swedish and Danish**, with **English at a high professional level**, both written and spoken. Swedish is your first language. You will primarily support the Swedish and Danish markets, while English is used as our company language.
- Proactive approach - please wear your CAN-DO cap
- To work onsite at the office - we like being together as a the team physically in the office

Assignments on your to-do lists

Are you ready for a role that is as exciting as a double-glazed window on a cold winter's night? Look no further! As Customer Support Specialist at Klar, you will be the Chief Negotiator of customer concerns, the magician of inquiries, and the closer of our sales-related questions.

More specifically, your tasks include:

- Be the welcoming voice of our company by picking up the phone, ensuring customers (B2C) and carpenters (B2B) feel valued and heard
- Handle customer inquiries via phone, email, and social media
- Combine excellent customer support with a natural sales mindset
- Help customers find the best product of their needs - selling Klar is about solutions and value, not just prices
- Proactively reach out to customers who have shown interest (e.g. started an order, saved their basket or requested prices)
- Convert customer interest into completed sales through quick follow up and proactive communication
- Review and close customer claims related to Klar orders (product defects, transport damages etc) - close the claim, move on, no dragging!
- Communicate clearly and professionally, also when dealing with unhappy customers
- Act as a brand ambassador, representing the company's values and maintaining a positive brand image.

We offer:

- Yearly trip to Estonia: Think smoke sauna, pine forests and beautiful nature
- 5 weeks of vacation
- 1 Care Day each quarter - a day JUST for you, where you can do whatever you would like to
- A one time extra 5 weeks paid sabbatical after 5 years of employment in the Company - meaning 5 weeks ON TOP of your already earned vacation
- Pension after 6 months - partly paid for by Klar
- Health Insurance with dental coverage
- Central location in Nørrebro 2 minutes of walk from Skjolds Plads

- Delicious and varied lunch buffet (vegan/non vegan) - partly paid for by Klar
- An informal and positive workspace that likes to joke around
- A scale-up environment: Not a start-up with no means, nor a corporate monster that doesn't care
- Unforgettable team events and company parties twice a year (all Klar heroes together σ)

When are you "Klar"?

ASAP would be nice. But we are also realistic - so we are waiting for the right candidate ♀ Ready to sprinkle positivity and make our customers' day, every day? At Klar, we're not just opening doors; we are opening opportunities. Join us today, and let's make windows and doors more exciting than ever before!

The office location:

Klar is a Scandinavian organization with offices in Denmark and Estonia. Our headquarters and factory are located in Estonia, Tartu - but you will be working with our vibrant team in our **Copenhagen-based office located in Nørrebro - Schiller House**.

Here you will join and get cool, talented, and totally awesome colleagues - we look forward to meeting you!

Our Copenhagen-based office is well connected to several public transportation points (bus and s-train stations within 2 min walk) and has access to a large parking lot (if you are not a big fan of cycling).