

Customer Service Specialist - Swedish & Norwegian Speaker

"Hej hej alla söta kunder! / Hei hei alle kjære kunder! "

Wanna talk to happy customers 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 Service Team who deals with real human beings, the struggles and claims on a daily basis. They - of course - also laugh and smile with them and hear many great stories. You can be a part of this awesome team, join forces and close cases. **We are seeking you who speaks Swedish and Norwegian and has a great experience within online Customer Service.**

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 Service 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!

For you to be a success in Klar , you need to have the following skills:

- It is an ultimate requirement that you have 2+ years of experience in Customer Service on the phone and online.
- Experience from telco business, a customer contact centre or insurance companies within sales, retention, reclamation or win-back is an advantage
- Communication and negotiation? You've got those skills in your back pocket.
- 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 service (we use FreshDesk)
- You are all about the customers, always aiming to resolve their issues like a champ - you are customer centric in your bones
- Strong communication skills - **Fluent in &** and English on a high level - both oral and written. & because you will belong to those markets - speaking with Swedish & Norwegian customers. English as this is 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 Service Specialist at Klar, you will be the Chief Negotiator of customer concerns, the magician of inquiries, and the closer of our claims-related questions.

More specifically, your tasks include:

- Be the welcoming voice of our company by picking up the phone, ensuring customers feel valued and heard
- Address customer inquiries through additional channels, including emails and social media messages
- Provide assistance and guidance to customers, helping them navigate our products, resolve issues, and answer their questions effectively
- Receive, review and close customer claims related to Klar orders, including product defects, damages, or installation issues..... Close the claim asap! No "dragging out the process". Close it and move on.
- Excellent communication skills and know how to deal with unhappy customers
- Act as a brand ambassador, representing the company's values and maintaining a positive brand image.

We offer:

- Biannual trips 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 - partly paid for by Klar
- Health Insurance with dental coverage
- Central location in Nørrebro 2 minutes of walk from Skjolds Plads
- An opportunity to have a significant influence on your work and the business in general (we are very open to change)
- 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 ♂)

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're 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 18 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).