

Klättermusen Sales & Service Coordinator

28 August 2019
Åre, Sweden

About the position

We are currently looking for a full-time sales and service coordinator, to aid the inhouse sales and service teams in our Åre office. The success criteria for the job is to be energetic, proactive and passionate about customers. The right candidate will be a pillar of support to sales and digital managers with the ability to be two steps ahead, for which experience working with international customers, demonstrating a great mix of analytical and personal skills and attention to every detail.

The position is based in our headquarters office in Åre.

What you'll do

- Be responsible for establishing a best-in class B2B and B2C customer and order management practice within Klättermusen
- SALES: Pro-actively manage day-to-day order administration and sales support activities, in coordination with order coordinator and in support of sales managers
 - Including tasks such as order confirmation and information, delivery planning, launch and event meetings
- SERVICE: Pro-actively manage day-to-day customer service and web question queries, in coordination with customer service team
 - Including functions such as handling of product questions, returns and claims handling and web FAQ
- Coordinate and be responsible for the successful planning of seasonal activities between logistic, sales, web and production
- Contribute positively and with energy and leadership to the overall office and Klättermusen company

What you have

- 4+ years' experience within order administration, sales support and customer service
- Experience in setting up best in class processes and procedures to ensure customer-first experience
- Ability to use touch-point with customers to increase sales as well as brand recognition
- Disciplined, structured and well-organised by nature
- Analytical with the ability to multi-task efficiently and successfully
- Good knowledge within MS Excel and NAV ERP system a must
- Fluent in business-level spoken and written communication English and Swedish a must
- Care of outdoors, customer-first mentality and sustainability a must

What Klättermusen is offering

- A unique and long-term career and personal development opportunity of bringing a refined customer experience globally
- A demanding but young and entrepreneurial culture in a dynamic and fast-growing company
- A chance to work and be exposed to customers from over 50 different countries.
- An opportunity to test and be involved in the joint development of outdoor gear in line with Klättermusen's 'Maximum safety for you, minimum impact on nature' philosophy

Send your application to gustaf@klattermusen.se