

# Customer Service Manager



JYSK is looking for a dedicated Customer Service Manager

Are you willing to go the extra mile to put the customer first? Do you enjoy working in a fast-paced environment with constant challenges?

And do you get a kick out of leading a team? Then you might just be the one we are looking for.

## ***You Bring dedication and you...***

- Plan, organize and secure the daily operations in CSC
- Secure the best JYSK Customer service in all channels
- Follow up and act to secure target KPIs, SLAs
- As the first point of contact, pinpoint obstacles and take action
- Staff planning and registration
- Training, mentoring and informing colleagues
- Follow up on customers' surveys & Reports
- Secure and follow up that all JYSK procedures are met
- Optimize and improve the existing flows and procedures
- Secure the legal compliance with local legislation
- Secure optimal cooperation between CSC, Retail, DC & other departments

## ***You Meet possibilities and...***

- Participate on a meetings for managers (business trip 2x per year)
- Be responsible for our CS team and become a great leader
- Potential to be promoted for the Regional Customer Service Manager
- Use your English language skills on a day to day basis with your Danish colleagues
- opportunities for development and first-class practical trainings
- the chance to compete, win and celebrate excellent performance
- a great company culture
- Employee discount 20%
- Meal vouchers

JYSK has expanded from one store in Denmark in 1979 to more than 2,600 stores worldwide today. To secure future growth, we need the best employees.

Seize this great opportunity to become part of JYSK. If you bring dedication, you will meet possibilities.

**Contract Type**

1. Permanent

**Employment Fraction**

Full-time

**Address**

JYSK s.r.o.

Novodvorská 1062/12

142 01 Praha 4

Czech Republic

**Contact Person**

Jan Bek (+420800050290)