

Title: Customer Service Representative with Swedish, Norwegian or Danish

Location: Gdańsk

Category: Customer Service

Job Type: Full-time

Kemira's multifunctional business service center in Gdańsk, Poland is looking for professionals.

Kemira Gdańsk is a dynamic and multicultural center, that values openness, cooperation and partnership.

We strongly support the development of our employees and create unique working environment.

We are looking for Customer Service Representative to join **Customer Service** department.

Customer Service department consists of front office team and back office. Front office team is the face of Kemira to the clients and is therefore in constant contact with stakeholders. Back Office team executes deliveries to customers and is supporting Front Office through communication with carriers. Customer Service team in Gdansk is serving EMEA region.

We are looking for: Customer Service Representative

Your responsibilities will include:

- responsible for correct data entering per each order to ensure correct deliveries and invoices
- register and resolve transportation complaints
- contacting customers via different communication channels regarding their order, order confirmation, shipment details
- cooperating with logistics department
- providing support and solving problems

Desired skills and experience:

- **position requires fluent English and Swedish, Danish or Norwegian**
- good practical knowledge of MS Office tools
- very good communication and interpersonal skills

If you are interested to join Kemira's team please send your CV to ext.anna.ladosz@kemira.com