

# CUSTOMER SERVICE REPRESENTATIVE

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## GENERAL JOB DESCRIPTION

At Strandberg Guitars, we believe that your best performances come from feeling inspired, and that this inspiration can have many sources. We are convinced that not just the sound of your guitar, or how it feels to play are important components, but also how it makes you feel. From that magic feeling when you look at it from across the room, to when you pick it up, hang it over your shoulder, and strum that first chord and feel it resonate in your hands. All these feelings, along with the sound that hits your ears in that instance, feed back into that inspiration and affects it.

For most of our fans and customers, this process starts long before they have actually played a .strandberg\* guitar. Taking the leap to purchasing one is a big one, and our highly set expectations must be met not only before and during the purchase process, but throughout the lifetime of the instrument.

As we are now growing our team, we are looking for an experienced and dedicated customer service representative for our Uppsala, Sweden office! You will be a major part of onboarding new members of the .strandberg\* family, which actually means more caring about people than caring about guitars(!).

It is a job that requires considerable independence under great personal freedom and equally great responsibility that currently entails wearing many different hats each day. For service matters, you will be working closely on site with our great technicians, and guide customers through the process. You must possess great communication skills both verbal and written, in at least English.

Strandberg Guitars is still a small business, and all employees help out when required.

We are a global company and work across multiple time zones and with modern IT systems, and it is important to be comfortable with electronic means of documentation and communication.

- Handle administrative matters regarding service: Service Order/Service Response in back-end ERP system
- Work with shipping and receiving of service/warranty orders to ensure smooth operations

## FUNCTIONAL RESPONSIBILITIES – MISC

As a member of the team, the following services may additionally be called for:

- Monitor orders from web shop and dealers, and pick orders for packing
- Pack orders and prepare for shipping
- Print and affix shipping labels
- Book shipping and collection
- Keep warehouse organized and maintain inventory
- Keep office organized and tidy

## REQUIREMENTS

- Minimum of 3 years' total experience in similar or related roles
- Demonstrated skills in using complex administrative IT systems
- Excellent English language written and verbal communication skills
- Fluent in Swedish, at least verbally
- Excellent teamwork skills

Scope: Full time, 40 hrs/week

Location: Uppsala, Sweden (On-site, not remote)

Start date: ASAP

Last application date: 2020-12-15

Send application and resume to: [work@strandbergguitars.com](mailto:work@strandbergguitars.com)

## FUNCTIONAL RESPONSIBILITIES – SUPPORT/SERVICE

- Participate in, and drive, activities to ensure continuous improvement. Continuously report and document issues that should be addressed internally or externally by suppliers.
- Promptly and competently triage and respond to all relevant incoming communication
- Communicate with customers regarding warranty matters and orders of service/setup