

# VACANCY

## CUSTOMER SERVICE ADVISOR - ADIDAS SPORTSWEAR COMPANY



Do you have an interest in sports, the outdoors and knowledge from an E-com environment?  
Are you a person who likes to help others? Inviting **Swedish**-proficient  
Customer Service Advisors to join our Team.

Our company values, in alignment with our client values, require you to be honest, humble and listen  
to the customer and the customer's needs.

In order for you to be **comfortable** and **successful** it is important that you are driven and outgoing,  
have experience in using several programs ( multi-tasking ) at the same time while having a customer  
on the phone.

The main requirement is that you have a strong focus on customer needs and an understanding of  
how customers can behave and ability to customize your response according to customer needs with  
pride and dedication - upsale will as well be part of the service you offer the customers.

### WHAT WE OFFER:

- A base salary ranging from **€1500** gross per month;
- Sales and other performance bonuses ranging from **€100 to €200+** gross per month;
- Expenses subsidy (phone, internet, parking, sports, etc.) of **€60** net per month);
- Private health insurance;
- International work environment (Webhelp employs 60,000 people all over the world), with many (also international) opportunities for professional and personal growth
- Flexibility in working hours, within the constraints however of client's high seasonal volume fluctuations;
- Great Team of colleagues and excellent working atmosphere;
- Company and Team events each month of the year.

### WHAT WE WOULD LIKE IN RETURN:

- Excellent **Swedish** language skills, verbal as well as written;
- Good command of **English** (our common Webhelp language);
- Communication and interpersonal; skills to match the customer experience challenge;
- Absolute **positive** customer service **attitude**;
- Previous experience in a customer service environment is an advantage, but is not a necessity;
- Willing to do up-selling.

**Worktime: 9AM-7PM (in shifts);  
Monday to Friday**

**Come and join us!**

Webhelp

IF YOU THINK THIS SOUNDS INTERESTING, PLEASE APPLY WITH YOUR ENGLISH CV AND A SHORT COVER LETTER.

Only candidates fulfilling above requirements will be contacted.