



Global Support Specialist – Swedish speaking

Location: Copenhagen

SameSystem is a Danish Software-as-a-Service company. We provide the leading Workforce Management Solution for the retail and hospitality industries in Europe. With advanced forecasting based on AI, compliancy features that assist with local labour laws, and a comprehensive set of tools that make it easier to plan and manage people, large companies such as Bestseller, Pandora, and Intersport use the solution every day to optimise their businesses.

As a supporter, you will take a crucial role in our customer service department, responsible for providing excellent customer service to our clients, resolving technical issues, and answering questions related to our software.

Your role in the Company

As a supporter, you will be the first point of contact for our clients when they encounter technical issues or have questions about our software. Your role is to provide excellent customer service, build positive relationships with clients, and help them get the most out of our product. You will work closely with other departments to improve the product and customer experience.

Responsibilities:

- Responding to customer inquiries via phone, email, and chat
- Troubleshooting technical issues and providing solutions
- Building and maintaining positive relationships with clients
- Collaborating with other departments to improve the product and customer experience

We hope you have:

We take pride in developing our employees. Even though it could be more convenient for us to look for an experienced supporter, we believe in hiring for attitude and training for skills. If you lack experience but are passionate about support and willing to learn, we will provide training to help you become the best in the industry. We are looking for individuals who are eager to learn, grow, and contribute to our team.

But we have some basic requirements:

Requirements:

- Fluent in Swedish and English. If you also speak Danish, we will be jumping in our chairs.
- Passion for technology and software solutions.
- Ability to handle customer inquiries with professionalism and empathy.
- Familiarity with retail or hospitality industries is a plus.

Personal Requirements:

- Excellent communication and interpersonal skills.
- Strong problem-solving abilities.
- Ability to work independently as well as in a team environment.
- Detail-oriented with strong organizational skills.
- Flexible and adaptable to change.
- Customer-focused with a positive attitude and a "customer-first" mindset.

We offer:

- Centrally located office in Copenhagen NV, Rentemestervej 2a, close to public transport and with the possibility of parking.
- Strong team spirit and good community. We are a diverse group, but we all do our best to ensure that everyone has a good day - every day.
- An independent job with great development opportunities. We will do our best to coach and develop you.
- Good canteen. A fridge full of soft- and energy drinks for the hard mornings or whenever you need a little boost, fruit, snacks etc.
- Balance. We appreciate your flexibility when things get tough. Conversely, we also support the fact that there is a life alongside work and that this often involves a lot of loose ends that need to be met.
- A great focus on continuous learning and development, both personally and professionally. Beyond that, we offer courses for developing your unique skills, making you the best of what you do.

Contact

We will wait for the right profile, but interviews will be conducted continuously. Please send your CV and application to job@samesystem.com. If you have questions about the position, please contact our Global HR Manager Casper Eiersted at +45 61 71 03 12 or casper.eiersted@samesystem.com or Head of Support, Amanda Larsen at +45 71 90 86 97 or amanda.larsen@samesystem.com

We look forward to hearing from you!