



CLAIM COORDINATOR & CUSTOMER SERVICE POSITION

Are you service-minded and want to be part of a fashion team with in a diverse working environment?

We are looking for a person to join our customer service team, which provides service to our Danish, English, Swedish, Norwegian, Dutch, US and German whole sale customers. As Claim Coordinator you will be in direct contact with both b2b and b2c customers, in order to solve any occurring product issues. The position includes close dialogues with our purchase department and suppliers. The right candidate is able to work independently, has a structured work flow and good negotiation skills.

Responsibilities include:

- Registration and controlling of al claims from whole sale and retail customers
- Quality assurance of incoming garments
- Daily support within customer service
- Ad hoc tasks
- Being the link between customer service and purchase team

The ideal candidate will be:

- Service-minded
- Experienced in Microsoft Office and Navision
- Good knowledge within Fabric and Garment Technology

Your background

You have either garment knowledge or experience within purchase/retail. It is important for us that you have a drive and can work independently. It is essential for us that you can communicate in English and Danish, other languages would be a plus.

We offer an independent position with dedicated colleagues and other employee benefits.

Contact

Send your application before January 15th, as the position will be available as soon as possible to job@day.dk with the subject "Claim Coordinator".