



# CUSTOMER SERVICE ASSISTANT - POZNAN (POLAND)

wanted for a successful international design company

HOWE is a well-established, successful international manufacturer of high-quality, space-saving, multi-functional design furniture for the international contract market.

As a part of HOWE's growth strategy, we seek a Customer Service Assistant to join our team in Poznan, Poland.

Our staff are based in 6 countries and are self-starters, actively trying to find the information needed to solve the challenge at hand. They take ownership of the challenges - even if it ends up being a colleague who completes the task. Throughout the process and until the task is solved, it is closely followed through to ensure a good completion.

As part of the new hybrid workspace model, we work from the office, the home office and different countries.

## TASKS AND RESPONSIBILITIES

Your tasks and responsibilities are broad-based and exciting but also demanding and challenging. The tasks and responsibilities can also be given as:

- Preparation of customer-specific quotations.
- Order entries.
- Claims administration.
- Back-office support for sales representatives.
- Daily follow-up on the market.
- Good knowledge of Microsoft Business Central, SuperOffice and Excel.
- Candidate should be willing to work with a flexible schedule.
- Ad hoc tasks.

You are expected to contribute with positive energy, being proactive and able to take responsibility in developing your own job position on an operational level.

Once a year or when needed you should expect to go to Denmark for training purposes.

## PERSONAL PROFILE

HOWE is a value-based organisation where the ability of each employee's self-management is critical to success. You are independent, entrepreneurial, flexible, responsible and quality-conscious.

You are sincere and able to build trust, are a good listener, and have a good situational awareness. You are systematic, determined, a good communicator, quick to grasp new issues and a good finisher. Your work style should be proactive, service-oriented and characterized by collaboration and willingness to help others.

You have a highly positive outlook on life and a can-do attitude. It is important that you have energy and drive and are able to work at a high pace. Likewise, you must be able to bring out the energy and positivity in others. You have a strong sense of loyalty and are open to change.

Last but not least, it is ideal if you are passionate about design.

## PROFESSIONAL QUALIFICATIONS

We imagine you have a suited education, combined with office administration experience. Additionally, a reasonable technical understanding will be advantageous. You have a basic knowledge of ERP and CRM systems. Besides Polish you speak and write **fluently German and English**.

You are offered a position in a very exciting, solid and successful company with great growth potential. For further information please visit [www.howe.com](http://www.howe.com)

## WHAT WE OFFER

- Interesting and challenging work in an international environment.
- Comfortable and modern office located at City Park in Poznań.
- Private healthcare.
- Flexible working hours.
- Possibility for occasional working from home.
- Integration events.
- Fresh fruit and snacks at the office.

If you have the skills and attitudes outlined above, you will find it motivating and fulfilling to work at HOWE: please do not hesitate to send us your application.

## APPLICATION

For further information about HOWE, please visit [www.howe.com](http://www.howe.com)  
Send your application written in English to HOWE att. Isabelle Claude on [job@howe.com](mailto:job@howe.com)  
Candidates will be assessed and called for interview ongoing.

HOWE a/s is a strong international brand and one of the pioneers in the development and sales of multi-usage and space-saving design furniture for the contract market. For more than 90 years HOWE has been working closely with A&Ds in order to create beautiful and functional environments with a focus on well-being. HOWE's HQ is located in Odense, Denmark, and it has 100% owned subsidiaries in the US, UK, France and Poland.