



# CUSTOMER SERVICE PROJECT MANAGER

wanted for high branded international design company

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

We are seeking a competent Customer Service Project Manager to contribute to the development of HOWE.

You are a high performer with the requisite skills and attitude to integrate seamlessly into our culture. You take personal responsibility for the quality and timeliness of your work.

Our employees span 6 countries, embodying independence, and a proactive approach to problem-solving. They take ownership of challenges, collaborating closely until resolution, regardless of who ultimately completes the task. Our team thrives on collaboration, using their initiative to willingly offer assistance as and when needed.

If you possess these qualities, among others, you will find working at HOWE enjoyable and motivating, fostering personal and professional growth while contributing to the company's development.

As part of our new hybrid workplace model, we work from office spaces, home offices, and various countries. This role is based at our office in Odense, Denmark; occasional travel may be required.

## TASKS AND RESPONSIBILITIES

The responsibilities and tasks are incredibly diverse, engaging, and simultaneously demanding. They are highly project-oriented, extending beyond "traditional customer service".

Your responsibilities and tasks will include:

- Calculating and preparing customer-specific offers
- Daily follow-up in selected markets (primarily Scandinavia)
- Proactive customer engagement
- Order processing
- After-sales support, including complaint handling
- Supporting salespeople and serving as a backup for sales
- Active participation in departmental development as a dynamic team
- Active involvement in developing selected markets

## PERSONAL PROFILE

HOWE is a value-based organization, where individual employee self-management is crucial for success. We seek individuals who are independent, proactive, flexible, responsible and quality-conscious.

You are sincere, capable of building trust, a good listener, and possess strong situational awareness. Additionally, you are systematic, decisive, a proficient communicator, quick to grasp new concepts, and effective at seeing tasks through to completion. Your approach to work must be proactive and service-orientated.

A relentlessly positive attitude, coupled with energy, drive, and the ability to work at a rapid pace, is essential. You should also have the capacity to inspire energy and positivity in others, along with a strong sense of loyalty and adaptability.

## PERSONAL QUALIFICATIONS

While your educational background is not a prerequisite, we expect you to have appropriate credentials. Fluency in English is required, with proficiency in other languages being advantageous. Furthermore, a reasonable grasp of technical concepts would be beneficial.

You have proficiency in IT, particularly Excel, and including a Business Management System such as Business Central, and a Customer Relationship Management system, preferably SuperOffice.

Prior experience in customer service is necessary, along with comfort working in a goal-oriented team environment. The knowledge acquired at a manufacturing company is advantageous, especially when combined with a strong business acumen and a desire to make a meaningful impact in a modern, dynamic company committed to innovation and staying ahead of the curve.

## APPLICATION

We offer an exciting opportunity to join a solid and successful company with significant growth potential for the future. Find out more at [www.howe.com](http://www.howe.com).

To apply, please send your application in English to HOWE a/s att. Isabelle CLAUDE, at [job@howe.com](mailto:job@howe.com). We will be reviewing applications and conducting interviews on an ongoing basis. Immediate start preferred.

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