# Medarbejder til Business Customer Service i Danske Bank, Århus

Customer Relations is responsible for nominal inbound customer service (logging requests, activating accounts, setting up service appointment times, etc., transfers issues for resolution to customer service reps) and work is typically performed in a call centre environment.

Work includes:

- Responding to customer initiated calls to activate a service, request a product/service change, schedule an installation or repair, or resolve a product/service or billing issue
- Selling targeted products/services as part of the customer initiated interaction
- Initiating calls to potential customers from a list of provided leads. Leads on the list are existing customers targeted for cross/up sell, prior customers and potential new customers

Impact:

- Individual contributor who provides organizational related support or service for daily business activities
- Is able to apply theories, concepts, principles, and methodologies to difficult but conventional assignments
- Assignments are given in terms of objectives to be met
- Works independently within an established framework under moderate supervision

Comms & Interaction:

- Communicates with contacts typically within the department with matters that involve obtaining or providing information requiring some explanation or interpretation in order to reach agreement

Innovation:

- Responsible for making minor changes in systems and processes to solve problems
- Identifies, defines and addresses problems that are not immediately evident but typically not too complex
- Problems are typically within the immediate job area
- Problems are typically solved through drawing from prior experiences or standard procedures and basic analysis

Knowledge:

- Requires basic job knowledge of systems and procedures obtained through prior work experience or education
- May require vocational or technical education in addition to prior work experience
- May provide guidance and assistance to lower level support employees

| Danske Bank | Ansøgningsfrist | Kontaktperson |
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| Aarhus, 8000 Aarhus<br>danskebank.dk | Løbende jobsamtaler<br>Medarbejder til Business Customer Service i Danske Bank, Århus | kontakt@finanskandidaten.dk |