



### **The company**

With a heritage gained from over 25 years experience of developing psychometric tests, SHL provides high quality and innovative solutions, helping organisations meet their key strategic people challenges. Clients that include many of the top 100 FTSE companies, use SHL to provide worldwide assessment tools to improve many aspects of their recruitment and people development processes. Find out more about us: [www.shl.com](http://www.shl.com)

To optimise our client support and build the basis for growth, we are looking for the following additions to our Nordic team based in **Stockholm**

### **Client Support Advisor**

Will maximise on all sales opportunities coming into SHL Nordic, provide the very best level of Customer Service and support at all times to internal and external clients.

### **Client Support Team Manager**

Will proactively and effectively manage a team of Client Support Advisors, ensuring sales opportunities coming into the department are maximised, whilst providing the very best level of Customer Service and support to all internal and external clients.

### **Advisor**

- You have a psychology or psychology related degree
- You are fluent in at least two of the Nordic languages, as well as English.
- You have at least a six months practical work experience, ideally in a commercial/customer service role.
- You will handle all incoming orders and enquiries and maximize on sales opportunities whilst providing excellent customer service to all internal and external clients
- You will actively manage the client database to ensure information is accurate.
- You are persuasive and confident and can adapt to differing circumstances.

### **Team Manager**

- You have a psychology or psychology related degree.
- You are fluent in at least two of the Nordic languages, as well as English.
- In addition to the requirements for the Client Support Advisor you have at least 2 years experience managing an inbound customer service team.
- You are a natural leader who can manage a team to success and develop people at the same time.
- You will build up the new customer service team and manage their performance including reporting, establishing of measurement criteria, continuous development and training and regular sales initiatives.

### **Apply now**

If you are looking for a challenge in a dynamic and customer facing role where you can make a real difference in a growing company, please apply to SHL online under <http://nordic.shlsolutions.com>. We look forward to getting your application before the 15<sup>th</sup> January.

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