

## Customer Service Representative

Axiometrix Solutions Commercial Team is looking for a new Customer Service Representative, supporting our GRAS Sound & Vibration partners and customers. Your main task will be order management and order handling for the GRAS product line, coordination of our demo equipment for our partners in Europe and coordination of incoming requests and leads via Salesforce. You will be based in Denmark and work closely together with our Global Support Team and Marketing Team.

### Tasks:

- Serve as Denmark-based CSR for Commercial Team
- Order management & Order handling
- Manage the demo warehouse
  - Order handling of demo equipment
  - Receive and check demo equipment when it is back from customers
- Manage the GRAS mailbox and make sure leads are registered via Salesforce
- Prepare and follow up on quotations in close collaboration with the sales group
- Produce appropriate order-related reports
- Work in close collaboration with the Tech Support team as needed

### Qualifications:

- 3+ years order management/customer service experience
- Detail-oriented & well-organized
- Effective communication skills, written and verbal (including active listening)
  - English in writing and speaking
- Strong PC skills (3+ years' experience) to include:
  - CRM tools (Salesforce preferred)
  - ERP tools (NetSuite preferred)
- B2B technology industry experience preferred
- Strong initiative and problem-solving skills
- Demonstrated experience in resolving customer issues

### Organization:

The Customer Service Representative is a member of the Axiometrix Solutions Commercial Team and reports to the Sales Operations group. Your direct manager is located in the US, but you will have about 120 professional colleagues at our address in Holte. Occasionally there will be meetings outside normal office hours due to the time difference, but most of your colleagues are placed in Denmark. We are highly skilled within our area of test and measurement and our dedication and passion reflect the atmosphere. We are a very informal company with a flat organization, where new ideas easily come to life!

### Application:

Please send a short job application and your resume to [careers@axiometrixsolutions.com](mailto:careers@axiometrixsolutions.com) / [job@gras.dk](mailto:job@gras.dk) no later than 01-11-2021.

Please do not hesitate to contact either Sales Operation Director Eric Hodges at mail: [eh@grasacoustics.com](mailto:eh@grasacoustics.com) or Global Support Director Ole Theilgaard at Phone 3153 0848 or mail [opt@grasacoustics.com](mailto:opt@grasacoustics.com)

*Axiometrix Solutions is a leading provider in the test and measurement space. Our customers span the world and can be found in most technology-intensive industries including electronics, aerospace, automotive and audiology. Axiometrix Solutions consists of a strong group of well-established brands that have served customers for over 35 years. Today, we are a global business with locations in North America, Europe and Asia, along with authorized partners and representation in more than 35 countries. Our three main product lines are industry-leading brands in each of their respective segments: **Audio Precision, GRAS Sound & Vibration, and imc Test & Measurement.***