Are you a solution-oriented person who is passionate about service and wants to work on creating the best customer experience?
Do you appreciate a high tempo?
Then this can be the job for you!

Creating the Best Customer Experience

We work with answering incoming support questions about our clients 'entire product line with a strong focus on the customers' experience of their contact with us through a nice and personal contact.

Our customers mainly contact us via telephone, but contact through e-mail and chat occur, meaning your work tool is mainly the phone.

We offer You:

- A young and motivating workplace that values personal commitment.
- A thorough training at the beginning of the employment and individual coaching opportunities and development plans.
- Work in an international environment with great career opportunities.

Your personality is more important than work experience!

At SYKES, we think that attitude and personality mean more than previous work experience. Therefore, we have no demands on previous employment when looking for future employees.

However, to apply for this job, you must meet the following:

- Reached the age of 18.
- Manage English well in speech and writing.
- Have good communication skills.
- Be solution-oriented.
- Enjoy giving good service and providing an excellent customer experience.
- Have basic computer skills.
- Enjoy working towards set goals.

Who are We ?

From the beginning, we've been focused on the end result.

In an age of faster technology and expanding communication channels, customers are becoming more and more digitally connected, yet even more distanced from the brands they choose to support.

SYKES supports the full customer lifecycle with its offerings, and strives *to help people one caring interaction at a time*, truly creating trust between brands and their customer base.

2017 marked SYKES' 40th anniversary.
The company have accomplished a lot together during its first 40 years, and it will continue to innovate, solve challenges, drive customer value and remain true to its core passion for helping others.

SYKES is a digital marketing and customer service global outsourcer, providing customer-engagement services to Global 2000 companies. With global headquarters in Tampa, Florida, SYKES ' sophisticated solutions satisfy the needs of major companies around the world, primarily in the retail,

communications, financial services, technology and healthcare industries.
SYKES' differentiated end-to-end service platform effectively engages consumers at every touch point in their customer lifecycle, starting from digital marketing and acquisition to customer support, technical support, up-sell/cross-sell and retention.

We provide services through multiple communication channels encompassing phone, e-mail, web, chat, social media and digital self-service.

Science of Service.
We are a company of many perspectives unified by one goal: *To help people, one caring interaction at a time*.

We believe everyone and every interaction matters.

With an "others first" mentality, we serve with thought and heart, owning every moment, working to quickly, simply, and effectively make things better.

We listen with our brain and speak from our heart, creating a spirit of trust with our clients and their customers.

Currently we have over 80 centers with over 50,000 employees who handle customer contacts in more than 30 languages.

From our 8 Nordic call centers in Sweden, Norway, Denmark and Finland, we deliver services for both small local companies a s well as large international companies.

At our call center in Ed we currently employ just over 280 people providing service and support to customers around the Nordic region.