



Would you like to join?  
Submit your application and CV to [job@scalepoint.com](mailto:job@scalepoint.com)  
If you have any questions about the position, contact Head of Shop Support Mai Madsen by phone at +45 27 90 80 36

# Scalepoint is looking for a Customer Support Agent

## Aiming for new heights

At Scalepoint, we aim for the stars. Our ambition is clear: we want to conquer the world. We successfully help insurers help their customers. We support 26 insurers in five countries around Europe.

We are now looking for a full-time Customer Support Agent whose main task will be to help and support customers, suppliers and insurance companies. You will join a dedicated support team with high ambitions and standards when it comes to customer satisfaction and experience.

A typical day will present you with all different types of enquires by phone, live chat and email as well as adhoc tasks.

It is important that you are passionate about customer service and see yourself working in a call centre environment as part of a team where we love to share our knowledge and experience with each other. We are looking for someone who share our passion for team work along with the skill to work independently. You are someone who enjoy to take initiative, and create/prioritize an overview of your given tasks whilst ensuring the customer is in focus.

## What kind of geek are you?

At Scalepoint, you will meet other geeks. They love to go to work – just like you. We'll be looking forward to working with you if you are a world champion when it comes to:

- Excellent verbal and written communication skills in Danish – preferably a basic understanding of Norwegian
- Excellent understanding of good customer service and how to adapt your service to fit individual needs
- Thorough and an eye for details
- Great multitasking skills and the ability to remain calm under pressure
- Great problem-solving skills
- Good IT and software skills
- Experienced with customer service in a support/call center environment

## What to dive into

At Scalepoint, there's always room for developing and exploring great ideas. We know it takes high ambitions to conquer the world.

As our new Customer Support Agent you are extremely customer oriented and you know what define a great customer experience. It will be your mission to ensure each customer will be dealt with in a professional manner and to the highest standard. These are some of the tasks you will dive into:

### Professional support and customer experience

Your main task will be to deliver great customer support to a variety of different customers and enhance the customer experience during each contact. As we communicate with our customers via different support channels, you are expected to be able to adapt your verbal communication skills to fit the needs of each individual customer as well as be able to complete professional and on point written communication and support.

### Detect and report errors

You will become the first point of contact for support related enquires from the insurance companies, suppliers and end-customers, and therefore you need to be sharp when potential errors are being reported. You are expected to troubleshoot, collect information and report any incidents/errors during your findings. This requires a thorough mindset and your eye for details will play an important role here.

### Improvement of processes

We are always looking at ways to improve the customer experience. Through daily interaction with our customers you will be in the best position to contribute with areas of improvement seen from the support side of the business, and we want to encourage you to always share your ideas with us. You will become a part of a team where we value each others ideas and input, and improvement of our processes is a continuously part of tasks that we are keen to improve even more.

### Scalepoint spirit in everyday life

Come as you are. That's how we prefer it. You can easily leave dress codes, permanent lunch buddies, and corporate business attitudes at home. Our office is filled with hugs and high fives – and we believe that everyone is doing their best.

We have employees from 11 nationalities, spread across our offices in Copenhagen, Poland and Switzerland. 63% of us ride a bicycle to work. 42% eat vegetarian lunch. 38% are parents. And 52% do not work out on a regular basis. Our unofficial and self-declared Minister of Sports tries to create a movement by introducing soccer and running club. However, that might not change the fact that we have a very generous attitude to sweets and cake. But that's ok because we do have a lot to celebrate at Scalepoint.

### Would you like to join the journey?

You must be able to write and speak Danish fluently. You should have experience within the customer service field from a support/call center environment. Experience from service/support roles or in the insurance or travel industries is an advantage. But we want to stress that your engagement and commitment is what matters most.

Are you ready to jump on our ride? Submit your application and CV to [job@scalepoint.com](mailto:job@scalepoint.com). We will review the applications and conduct interviews continuously.

If you have any questions about the position, please feel free to contact Head of Shop Support Mai Madsen by phone at +45 27 90 80 36.