



European Search Company
Human Capital Consulting

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Consumer Relations Specialist Nordic – Jacob Douwe Egberts

JACOBS DOUWE EGBERTS (JDE)

In May 2014 it was announced that Mondelēz International, Inc. and D.E Master Blenders 1753 B.V. would combine their respective coffee businesses to create the world's leading pure-play coffee company, with annual revenues of more than \$7 billion (€5 billion).

The new company was named Jacobs Douwe Egberts (JDE) and was based in the Netherlands. It now holds leading market positions in more than two dozen countries and have a strong emerging market presence, giving it significant revenue synergy opportunities in the \$81 billion global coffee category.

The two companies own some of the world's leading coffee brands, such as *Jacobs*, *Carte Noire*, *Gevalia*, *Kenco*, *Tassimo* and *Millicano* from Mondelēz International and *Douwe Egberts*, *L'OR*, *Pilão* and *Senseo* from D.E Master Blenders 1753.

The Position

With a direct report to the Market Research, Media, Consumer Relations Manager, the CR Specialist is responsible for the collection and scripting of information for the Jacobs Douwe Egberts brands, products and promotional programs, corporate issues. This information is communicated to and used by vendor employees in the servicing of consumers who contact Jacobs Douwe Egberts via all digital and analog touch points (phone, fax, e-mail and paper mail). The CR Specialist is responsible for training and managing the vendor employees in relation to JDE specific topics.

The CR Specialist is responsible for handling of any potential risk / high profile consumer contacts and escalating to the Jacobs Douwe Egberts back-office in an efficient and timely manner and maximize consumer satisfaction while minimizing company liability.

This role will support to manage and execute selected ongoing and ah-hoc market research projects to support the decision making in JDE through a fact based, scientific approach to data, for which Market Research team is among the main keepers and promotors within the company.

The work location can be either Copenhagen or Stockholm

Key Accountabilities

Local accountable for coordination of consumer activities within the Nordic (Sweden, Denmark, Norway) towards the outsource vendor on Consumer Relation, including Front Office/Back Office workflows and communication with other relevant stakeholders within the

European Search Company

We are a professional search company dedicated to helping our clients to acquire and retain the vital human capital they need to achieve their strategic business goals.

We strive to develop people and organizations through professional partnership with our clients to meet their business strategies and maximize their performance and revenue.

We provides exceptional service and expertise to deliver effective leadership solutions for our clients.

organization; Local Marketing / Trade Marketing, Supply Chain and Central Consumer Care. Support Market Research ongoing & ad hoc projects.

Key Areas of Responsibility

- Maintenance of relevant local Consumer Care processes, information and system Master Data to ensure timely, accurate and professional communications with consumers
- Providing accurate, up-to-date information on all Jacobs Douwe Egberts (JDE) products, promotions to external Call Center team, induction of JDE to new agents, new brands. Indirectly lead team of 6 agents for Nordic
- Managing the escalated, high risk, high profile consumer contacts
- Managing the inventory for reimbursement/ promotions
- Communicate to stakeholders analyses the consumer feedback, including social media
- Supporting Special Situations
- Manage Market Research projects

Required Experience & Profile

- Experience
 - Bachelor degree, Master of Science or similar (preferably in Business, Marketing, Marketing research)
 - 3 - 5 year experience in customer / consumer service or similar field
 - Fluent in English, Danish or Swedish
 - High level of MS Office (Excel and PowerPoint) knowledge
 - Experience from international company / FMCG experience seen as benefit

Profile

As a person you are curious and open-minded. You are a team-player, with excellent communications skills, who easily wins trust with colleagues and customers. You have a passion for understanding the consumer. You have a problem-solving attitude and you lead your projects with great accountability. You work independently and takes initiatives on your own.

Contact and application

If you have any questions to the position, please contact Torben Schiermer at European Search Company; +45 2965 1105 or send an application with your CV enclosed to; ts@europeansearch.dk att.: "CR Specialist Nordic"