

Job Title: Customer Care Coordinator

Location: Onsite, FJ Industries, Ferritslev, Denmark

Department: Sales / Customer Service

Reports To: CCO

Position Summary

FJ Industries A/S is seeking a proactive and service-minded **Customer Care Coordinator** to support our customers and the sales team in daily operations. The successful candidate will act as a key link between customers, sales, planning, and production to ensure accurate communication, efficient order handling, and high customer satisfaction. This is a key position that will help set the direction for future growth.

A key responsibility of the role is to monitor customer forecasts, follow up on forecast updates, and maintain accurate data in the ERP system. The position requires strong organizational skills, attention to detail, and excellent communication abilities in English.

Key Responsibilities

Customer Service & Customer Care

- Serve as the primary contact for daily customer inquiries and requests.
- Maintain professional and timely communication with customers.
- Coordinate and follow up on customer requirements internally with relevant departments.
- Support customers with order status updates, delivery information, and issue resolution.

Forecast Management & ERP Administration

- Monitor customer forecasts and ensure forecast information is received and updated regularly.
- Follow up proactively with customers regarding forecast changes, deviations, and updates.
- Verify forecast accuracy and communicate significant changes to relevant internal stakeholders.
- Prepare reports and analyses related to forecasts, customer demand, and order trends.

Sales Support

- Provide administrative and operational support to the sales team.
- Assist with quotations, customer documentation, presentations, and reports.
- Support customer visits, meetings, and follow-up activities.
- Coordinate internal communication between sales, planning, logistics, production, and quality departments.

Order & Delivery Coordination

- Assist in order processing and order follow-up activities.
- Coordinate with planning and logistics teams to ensure customer requirements are met.
- Support resolution of delivery issues, customer complaints, and corrective actions when required.

Qualifications

Experience

- 2-5 years of experience in customer service, customer care, sales support, order management, or a similar role.
- Experience working in a manufacturing environment is an advantage.
- Experience with AI tools is highly desirable.

Language Skills

- English (written and spoken) is mandatory.
- Danish (written and spoken) is desirable
- Communication skills in German are desirable.
- Ability to communicate effectively with international customers and colleagues.

Professional Skills

- Strong organizational and coordination skills.
- High attention to detail and accuracy.
- Ability to work with forecasts and data.
- Proficiency in Microsoft Office, especially Excel.
- Experience with ERP systems and data entry processes.
- Ability to manage multiple tasks and priorities in a fast-paced environment.

Personal Attributes

- Customer-focused and service-oriented.
- Reliable and responsible.
- Proactive and solution-oriented mindset.
- Team player with the ability to work independently.
- Ability to build positive relationships across departments and cultures.

What We Offer

- Opportunity to work in an international manufacturing company.
- Exposure to global customers and cross-functional teams.
- Professional development and career growth opportunities.
- Dynamic and collaborative working environment.
- Pension
- Health insurance

Want to know more

If you want to know more about the position, please reach out to our CCO, Kenneth Bruun Henriksen, kbh@fji.dk

Extension deadline

The position is to be filled as soon as possible.

We will conduct interviews on an ongoing basis, and are looking to fill the position as soon as possible, once the right candidate has been found.