

Job Description - External

Global Blue is a global leader with the concept of Tax Free Shopping. Global Blue enables international shoppers to claim VAT off their Tax Free Shopping eligible purchases, and to receive a seamless Payment experience while abroad. Global Blue operates in more than 50 countries, and it is listed on NYSE.

We are looking for a summer Customer Service Representative – Refund to strengthen our Refunder Team at the Copenhagen Airport. We are looking for more than one personnel to join our team, and the position is aimed to cover extra shifts during the summer period. The position includes fixed hours that can be agreed upon, for instance 50% to 80%. The Refund point at the Copenhagen Airport operates from Monday to Sunday from early morning (6 AM) to evening (9 PM). We are looking for personnel who can work flexibly morning, middle and evening shifts, as well as weekends. Accordingly, this position can be optimal for e.g. a higher education student or customer-focused personnel interested in learning about the Tax Free business for a fixed period.

Your role

As a front-line Customer Service Representative – Refund, you will support the team in delivering the best possible customer experience by processing VAT refunds and overseeing the export of goods from Denmark at Copenhagen Airport. This role requires attention to detail and a high level of responsibility, as you will be welcoming international shoppers, validating their purchases and documents, and ensuring their eligibility for Tax Refunds.

Customer Service Representative - Refund is not just a typical customer service role – it offers you the possibility to work in an international and dynamic environment with multiple cultures and languages when at the same time focusing on creating a great customer experience. The position also provides a great insight to the Tax Refund industry.

Main duties and responsibilities

- Reviewing tax free forms for completeness, accuracy and compliance.
- Applying good judgement and making on spot decisions on tax refund eligibility.
- Controlling Travellers' export of goods.
- Controlling Travellers eligibility to obtain Tax Refund.
- Processing cash and non-cash transactions for eligible customers.
- Following the Fraud Prevention and security policies.
- Delivering professional customer experience with various Travellers.
- Observing Global Blue policies, guidelines and preparing reports and statistics.
- Other back-office-related tasks.

Preferrable skills and competencies

Global Blue

- Fluent in Danish (or a Nordic language) and English.
- Extra language skills are benefit.
- Dedication to customer service and providing the best possible customer experience.
- Able to work under pressure.
- Positive attitude towards colleagues and good team player.
- Flexible in terms of working hours.
- Experienced in using of Microsoft Office software.

Experience

Preferably with 1-2 years of work experience in customer service roles.

Additional information

If you recognize yourself as the candidate we are looking for, don't hesitate to apply. Please send your application (with CV and cover letter) via our company website as soon as possible. We are reviewing the applications and having the discussions with the candidates continuously and will fill the position when we find a suitable candidate.

Global Blue is listed on the NYSE under the ticker [GB].

For more information, visit <http://www.globalblue.com/corporate/>.

To Apply: [Careers at Global Blue](#)