



## ALLENTE IS LOOKING FOR A **CUSTOMER SERVICE PERFORMANCE & QUALITY MANAGER (DK)**

Allente is a Nordic TV operator, providing top quality TV services to more than 1 million customers in Norway, Sweden, Denmark and Finland. The company was established in May 2020 by a merger between Canal Digital and Viasat Consumer. In 2019, the two companies had combined net sales of SEK 7.5 bn. Allente is owned 50/50 by Telenor Group and NENT Group.

Working for Allente means that you are joining a team which is devoted to providing the best TV services to its customers. Quality is our hallmark in all aspects, whether it's customer experience, available content, or picture and sound. We take our pride in delivering the best possible linear and streamed content via streaming services and satellite (DTH) to the Nordics, as well as broadband TV in Sweden (IPTV), and we are determined to create the greatest place to work in the Nordics.

### **About the role:**

In Allente, the customer service function is outsourced, and managed by a small internal Customer Service team. As a part of this team, in the role of *performance & quality manager*, you will drive and follow up on the daily CS operations in very close relations with our CS vendors. This includes customer satisfaction activities, anti-churn activities, win-backs, new sales, and loyalty activities. In addition, you will closely monitor KPIs, and make sure we deliver on these. In this role, you will also manage and coordinate projects.

### **Your key responsibilities:**

- Drive the daily operations and make sure everything is going as planned
- Drive local anti-churn, win back, up sales, new sales and loyalty activities in accordance to local/Nordic priorities
- Drive customer satisfaction activities
- Drive the CS to deliver on the local and Nordic KPI's
- Drive system, product, processes, changes etc.
- Coordinate projects with vendors
- Coordinate competitions with vendor
- Contact with trainers, team managers and QA responsible
- Secure that on training material is up to date
- Secure that we have provided the vendor with help center updates

### **Qualifications:**

- 3-5 years of relevant experience
- Master Danish and English languages
- Other Scandinavian languages considered a plus
- The position will be based in Copenhagen, and the candidate must live in Denmark

### **We offer**

- Dedicated team of colleagues who are great team players and open for new ideas
- Varied days and big area of responsibility
- A culture focused on career development and opportunities for growth
- Competitive terms & conditions

### **Way forward**

If this looks interesting, please reach out to Caroline Bährne ([csb@allente.tv](mailto:csb@allente.tv)), Nordic Recruitment & People Development Manager

