

VACANCY

CUSTOMER SERVICE EMPLOYEE GERMAN & ENGLISH SPEAKING

Location: Kaatsheuvel, The Netherlands

Reports to: Customer Service Manager

CUSTOMER SERVICE - JOB DESCRIPTION

- You are the first point of contact for customers service of all sales channels, international;
- Overall responsibility for service for Key Accounts - Independents retailers, e-accounts national and international as well as contact with end customers;
- Overseeing implementation of the customer service strategy - including budgets planning and attending sales meetings.

POSITION DESCRIPTION AND RESPONSIBILITIES:

- Working closely with the company's teams, Management Team, Sales Team from other countries, Styling Team, E-Commerce team and Marketing team, enabling them to meet the brand - image and commercial objectives.
- Maintain effective internal and external communications to ensure that all relevant company functions are kept informed about customer service objectives.
- Monitor and report on effectiveness of customer service communications.
- Processing and confirming orders to customers;
- Performing the correct and timely handling of the shipments;
- Performing a correct complaint handling;
- Signaling of product problems;
- Stay up to date with product-, and price-information of the total BRONX-range.

REQUIREMENTS:

- Well educated and professional level.
- HBO study in Commercial Economics or similar.
- Excellent communication skills
- Experience with Navision is a plus.
- Excel wizard
- Strong analytical and social and service skills.
- Proven track record of success in customer service of willing to learn
- Confident, driven and dynamic.
- Entrepreneurial mindset with the ability to spot original customer service opportunities.
- You are pro-active, persistent and have perseverance.
- You are experienced in working with targets and budgets
- Fluency in Dutch, English, German both spoken and written is a must.
- Spanish and French is a pre.
- You are fulltime available.
- You will be part of the family.

ARE YOU INTERESTED IN THIS JOB OPPORTUNITY?

Send your resume with picture to: cs@bronxshoes.com

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