

# Accounts and Customer Experience

## About Us

At Mons Royale, we believe action and adventure sports can better people and the planet. Our goal is to shift riders from synthetics to natural fibres and inspire the rider to a life of action, activism and adventure.

## The position:

Mons Royale Europe are searching for a new Accounts & Customer Experience team member that is responsible for providing outstanding customer support while also assisting with essential accounting and administrative tasks. This is a full-time, office-based role as you need to be connected to the team in our Innsbruck office and we'd like you to absorb our culture.

With our head office located in the Southern Alps of New Zealand, a North American office in Squamish / Canada and our European office in Innsbruck, Austria, we're sticking to our values of driving a local brand from mountain towns around the world, enabling us to attract some amazing employees.

## Priorities:

- Coordinate accounts receivable and payable tasks, including invoicing and reconciliations.
- Maintain financial records and ensure data accuracy internally and with our customers.
- Provide administrative support to our finance team in New Zealand.
- Provide exceptional customer support through various communication channels.
- Offer product advice and assist customers with their inquiries.
- Collaborate with cross-functional teams to ensure seamless customer experiences.
- Act as a brand ambassador, sharing your enthusiasm for our products and our mission.

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## **This job could be for you if:**

- You have a self starter mentality with a great sense for high quality service, and understanding the importance of accuracy.
- You know you need to collaborate to win.
- Sports and the outdoors are an essential part of your life.

## **This role will suit a detail-orientated person with a can-do attitude.**

### **We need you to:**

- Have previous experience in customer experience, customer support, account administration or a similar role.
- Have exceptional verbal and written skills in English and German; any additional language is a plus.
- Have strong problem-solving abilities and a customer centric mindset. A basic knowledge of accounting principles will be looked on favorably.
- Be proactive and motivated with the capability to contribute to projects without constant supervision.
- Be a team player.
- Be an advanced user of MSOffice, have experience with ERP systems (NetSuite or similar), and generally technologically savvy.
- Have great work ethic and be reliable.
- Have a positive attitude and a good sense of humour.

### **Our offering:**

- Competitive Salary.
- A vibrant and inclusive work environment that values your contributions and has flat hierarchies.
- Working as part of a multinational team, located in one of the best cities in the world in the heart of the European Alps.
- Be part of a young and dynamic company that offers you opportunities for professional growth and development.
- The privilege of working for a brand deeply committed to sustainability and the will to contribute to change the apparel industry.
- Seasonal Mons product allowance and access to industry pricing with Mons Partners to fuel your outdoor adventures.

If you're passionate about outdoor pursuits, excel at delivering exceptional customer experiences, and have a foible for numbers and financial administration, please contact us. Join the Mons Royale Europe team and become an integral part of our journey across the European landscape. Mons Royale is an equal opportunity employer. We celebrate diversity and are dedicated to creating an inclusive environment for all team members.