

# MADE BY MTNS

Mons Royale is an action and adventure sports brand. We are makers of nature's performance apparel utilizing merino wool and natural fibers for their superior sustainability and performance benefits.

It is our mission to shift the rider from synthetics to natural fibers and since launching in 2009 we have amassed a fanbase including many of the best skiers, snowboarders, and mountain bikers.

## Customer Experience Coordinator

We are searching for a new team member in “Customer Experience” that will look after the customer requirements for the European markets, process orders and be an important contact person ensuring that accurate inventory levels and best practice stock protocols are followed.

## Role Description

### Your mission

**Customer Service:** Responsible for communication with our European end consumers as well as support for our B2B Customers.

**Stock Accuracy:** Reporting and completing replenishments and adjustments to stock locations where needed.

**Brand Portrayal:** Providing a service that is uniquely ‘Mons’ to our internal and external customers and seizing opportunities to fuel customers’ stoke on the brand.

### You will

- Be responsible for communicating and liaising particularly with our B2C Customers in Europe.
- Support the service for our B2B customers, Agents and Distributors for all customer needs.
- Process orders for end consumers, retail channels and supporting the sales team.
- Coordinate with 3PL distribution facilities for stock dispatches in daily communication.
- Help execute events and other Mons activations.

### You should have

- A self-starter mentality with a great sense for high quality service.
- The ability to collaborate, with the end goal being to win.
- A love for sports and the outdoors, which are an essential part of your life.
- The ability to do it all with Mons style.

Sound like you?  
Apply here

## Role Description

### In this role you will

- Have previous experience in a similar role.
- Be proactive and motivated with the capability to contribute to projects without constant supervision.
- Be a team player.
- Be an advanced user of MSOffice, especially Excel and Outlook and technologically savvy, especially with CRM portals.
- Have excellent verbal and written skills in English and German; any additional language is a plus.
- Have a great work ethic and be reliable.
- Be happy to be a part of a strong Mons culture.

### We offer

- A great work atmosphere with flat hierarchies.
- A great work location in one of the best cities in the world in the heart of the European Alps.
- Be part of a young and fast growing company.
- Access to industry pricing with Mons partners.