

**MONS  
ROYALE**

MERINO

# Customer Service & Inventory Coordinator

EUROPE

From Lake Wanaka New Zealand, Mons Royale creates technical merino clothing that delivers on both performance and style. It has been our philosophy from the start, that we don't think you should have to compromise either one of these which is why we design garments that perform brilliantly and look great.

With our head office located in the Southern Alps of New Zealand 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 and build a business around what it's really about.

We are searching for a Customer Service & Inventory Coordinator for our European office in Innsbruck who will look after the customer requirements for the European markets, process orders and be the lead person ensuring that accurate inventory levels and best practice stock protocols are followed.

## MISSION

### Customer Service

Responsible for communication with our B2B Customers, Agents and Distributors in Europe.

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

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

## KEY PRIORITIES

- + Communicating and liaising with our B2B Customers, Agents and Distributors in Europe for all customer needs
- + Processing orders for retail channels
- + Processing of stock transfers / adjustments / receipts / replenishments across locations
- + Liaising with 3PL distribution facilities for all stock dispatches
- + Helping execute events
- + Maintain accurate inventory levels
- + Provide a high-quality customer service and be and represent our Mons values.

## WE NEED YOU TO

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

## WHAT WE OFFER

- + A great work atmosphere with flat hierarchies
- + Working as part of a multinational team, located in one of the best cities in the world in the heart of the Alps.
- + Be part of a young and growing company
- + Access to industry pricing with Mons Partners and product allowance on Mons gear.

**Interested? Please click the link to apply and we will be in touch. We look forward to hearing from you!**