



Customer Service & Sales Support

Europe

From The Mountains, For The Mountains.

Action and adventure sports brand Mons Royale is leading the way in Merino Apparel for the outdoors. We believe that through action and adventure sports we can better people and the planet. This core belief guides everything we do.

Our unique combination of merino wool, technical performance and a strong aesthetic is made for an active and passionate audience who love the outdoors and want to protect it.

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

For our European office in Innsbruck we are searching for a new Team Member in "Customer Service & Sales Support" that will look after the customer requirements for the European markets, takes care of orders and stock levels and on top is a great representative for Mons Royale in the European market.

Mission

Customer Service: Responsible for communication with our B2C as well as our B2B Retailers and Agents in Europe.

Sales Support: Processing orders and keeping stock levels accurate.

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

Priorities:

- + Communicating and liaising with our B2C and B2B Retailers and Agents in Europe for all customer needs.
- + Processing orders for end consumers and retail channels.
- + Liaising with 3PL distribution facilities for all stock dispatches.
- + Helping execute events.

This job could be for you if:

- + You have a self starter mentality with a great sense for high quality service.
- + You know you need to collaborate to win.
- + Sports and the outdoors are an essential part of your life.
- + You think you can do it all with a Mons style.

This role will suit a detail-oriented person with a can-do attitude. We need you to:

- + 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 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.
- + 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.

If this sounds like you, we would love to hear from you. Please apply here: <https://apply.workable.com/mons-royale>