

BURTON



As the world's leading Snowboard Company, Burton designs and manufactures industry-leading products for snowboarding and the snowboard lifestyle, including snowboards, boots, bindings, outerwear and layering as well as year-round apparel, packs/bags and accessories. Privately held and owned, Burton's headquarters are in Burlington, Vermont with offices in Austria, Japan, Australia, California, Canada and China.

Starting August we are currently looking for a:

Customer Service Manager (m/f/d)

Fulltime

THE PRIMARY RESPONSIBILITIES FOR THIS POSITION ARE:

- Oversee day-to-day operations of our consumer service department for end consumers
- Responsible for leadership, training and coaching of the team to ensure consistent, premium brand experience
- Responsible for coordination and communication with other departments and stakeholders
- Assign work, establish goals and review performances
- Create and maintain a high performing customer service function including service desk, endpoint technology support, call center and specific business processes
- Work together with the Global Burton Guides Strategist and regional counterparts in order to implement new technologies and services
- Ensure high levels of performance in all processes, accurate reporting and establish service improvement activities when required
- Set up new processes and acquire skills to transform into a team proactively driving sales, customer engagement and brand equity

ESSENTIALS FOR THIS ROLE ARE:

- Minimum two years of customer service experience, preferred in a supervisory role
- Exceptional service orientation and familiarity with the latest contact center technologies and customer service methodologies
- Strong interpersonal and problem-solving skills
- Experience with developing benchmarks, analyzing trends and statistics
- Proficiency in the use of Microsoft Word, Excel and Outlook, SAP and Sales Force experience is desirable
- Fluent in English and German, additional language skills are a plus
- Affinity for the outdoor lifestyle

OUR OFFERING:

- A strategic position at the global market leader in the snowboard & mountain lifestyle industry with career advancement prospects
- Very good team spirit, flat hierarchies, shared outdoor activities
- Working as part of a multinational team, located in the heart of the Alps
- Competitive, rewarding compensation package, depending on your qualifications and experience

We are looking forward to receiving your CV and cover letter online at jobs.burton.com!