



# WE RIDE TOGETHER.

## CUSTOMER SERVICE REPRESENTATIVE | BURTON GUIDE

part-time | m/f/d

At Burton, we are a purpose-led brand rooted in snowboarding and the outdoors. We fight for the future of our people, planet, and sport. We aim to maximize our positive social impact and minimize our negative environmental impact while delivering high-quality performance products. As a global leader in snowboarding, we're committed to diversity, equity, and inclusion for the long-term health of our company, sport, and community. Through these efforts, we aim to make snowboarding and the outdoors accessible to all.

### The Breakdown:

We're looking for seasonal Customer Service Representatives to join our Burton Guides team – the crew dedicated to delivering the best possible experience to our customers. You'll be supporting our e-commerce customers and operations during the busy winter season, helping riders find the right gear and feel confident about their choices.

### What You Get to Do:

- Assist customers with product, order and warranty questions via phone, email and chat
- Establish and maintain professional one on one relationships with customers and internal partners
- Work alongside the Burton E-Commerce and Product Service teams to share knowledge and customer feedback
- Guide and educate customers about Burton and anon product lines
- Create, post, translate and proof-read support content for burton.com

### What You'll Bring to the Team:

- Excellent written and oral communication skills in **English and French** are a must. German, Swedish, Italian or Spanish are a strong plus.
- A passion for snowboarding with an in-depth product knowledge
- Outdoor industry knowledge with previous experience in customer service is highly regarded
- The ability to work a flexible and fast paced environment while being organized and time efficient
- A positive attitude, detail-oriented and capability to work independently while maintaining a "team and customer first" mindset

### What We Would Love to Offer You:

- Very good team spirit, flat hierarchies, shared outdoor activities and space to learn & develop
- A multinational team, in a modern and pet friendly office, located in the heart of the Alps
- Flexible work location
- In accordance with Austrian law, we are obliged to disclose that the minimum salary is based on the collective bargaining agreement for employees in the trade sector (group C). Our actual salaries are market competitive and take individual qualifications and experience into consideration.
- Many other additional benefits including product discounts, season pass contribution, a seasonal snowboard, gym membership, company events & more

We look forward to receiving your application online.

Please note that an application without a CV cannot be considered.