

# BURTON



For Burton's European headquarters in Innsbruck we are looking for enthusiastic and knowledgeable Customer Service Representatives to help set a new standard in customer satisfaction servicing Burton.com, Performer Program and wholesale customers.

## Customer Service Representatives

Year-round and Seasonal (Oct. 2019 - April 2020)

### WHAT YOU WILL BE DOING:

- Guide and educate customers about Burton, Analog, and anon product lines and assist them 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
- Regularly participate in sales and product trainings
- Work on improving our customer satisfaction goals every day
- Be in charge of order placement, delivery tracking as well as creating subsequent credits, debits or extra deliveries for the customer when necessary

### WHAT WE ARE LOOKING FOR:

- A strong passion for snowboarding
- Excellent written and oral communication skills in English and fluent in one other language: German, French, Spanish
- Outdoor industry knowledge with previous experience in customer service is a strong plus
- A positive attitude, detail-oriented and capability to work independently while maintaining a "team and customer first" mindset
- Well organized, time efficient and multi-tasking ability

### OUR OFFERING:

- International environment, vivid atmosphere (in-house yoga, fitness reimbursement programs, company riding days, office dogs)
- An enthusiastic team sharing the love for snowboarding and the great outdoors
- Competitive, rewarding compensation package depending on your qualifications and experience (min. € 28.000 p.a.)

Are you the right candidate? Send your application to [jobs@burton.at](mailto:jobs@burton.at) and join the Burton Family.