

BURTON



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

Customer Service Representatives

(m/f, Seasonal: October 2018 until April 2019)

THE PRIMARY RESPONSIBILITIES FOR THIS POSITION ARE:

- Available per phone and per email to answer a multitude of customer inquiries concerning product, prices, availability, warranty claims, sales and marketing questions
- Establish and maintain professional one-on-one relationships with customers and internal partners
- Guide and educate customers about Burton, Analog, and anon product lines
- Responsible for in-season order placement, delivery tracking as well as creating subsequent credits, debits or extra deliveries for the customer when necessary
- In charge of controlling pre-season orders regarding quantities, discounts, delivery dates and customer data
- Create and post support content for burton.com

ESSENTIALS FOR THIS ROLE ARE:

- Excellent written and oral communication skills in English; fluent in another EU language is a strong plus
- Outdoor industry knowledge with previous experience in customer service
- A passion for snowboarding with an in-depth product knowledge
- A positive attitude, detail-oriented and capability to work independently while maintaining a "team and customer first" mindset
- Flexibility and ability to work in a fast paced environment
- Well organized, time efficient and multi-tasking ability

OUR OFFERING:

- Unique and challenging position
- International environment, vivid atmosphere
- An enthusiastic team sharing the love for snowboarding and the great outdoors
- Competitive, rewarding compensation package depending on your qualifications and experience (min. € 27.000 p.a.)

Are you the right candidate? Send your application to jobs@burton.at and join the Burton Family.