

# BURTON



Burton is more than just a snowboard company. Based on our vision of being the premium alternative mountain lifestyle brand, we trend on new trails and reach new summits while still standing sideways, hitting park jumps and doing powder turns. Therefore, we are looking for people who share our passion, are willing to grow, dream, think big and see the world through our consumers' eyes.

For the European headquarters in Innsbruck we are currently looking for a

## Team Lead Rider & E-Commerce Service (m/f)

### The primary responsibilities for this position are:

- Oversee day-to-day operations of our Consumer Service Department for end consumers (Rider Service, E-Commerce Service)
- Responsible for leadership, training and coaching of the team to ensure consistent, premium brand experiences
- 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
- Identify key trends in customer experience technologies and work with counterparts in our global HQ in Burlington/Vermont on implementing new technologies and services
- Ensure high levels of performance in all processes, accurate reporting and establish service improvement activities when required

### Essentials for this role are:

- Bachelor's degree with minimum three 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 experience is desirable
- Fluent in English and French or Italian, German or additional EU languages are a plus
- Affinity for snowboarding and the outdoor lifestyle

### Our offering:

- Interesting and challenging position in a young and dynamic team
- International environment, vivid atmosphere
- Competitive, rewarding compensation package (min. gross € 33.000 p.a., depending on your qualifications and experience)

We are looking forward to receiving your CV and cover letter. Email: [jobs@burton.at](mailto:jobs@burton.at)