

Birkenstock, USA Job Description

At Birkenstock USA, LP, our business is a reflection of who we are. We have a passion for our products, an appreciation of their heritage and a genuine belief in their benefits. Our business is a reflection of what we represent - quality products that are comfortable, unique, timeless and respectful of the world around us. Our mission is to deliver happiness and satisfaction.

In order to provide quality products and services, we need quality people. We are looking for talented people who share our values of accountability, responsiveness, excellence, teamwork, respect, integrity and a positive attitude.

JOB TITLE:	Customer Service Associate Wholesale
REPORTS TO:	Senior Director Sales support & Customer Service
SALARY:	\$20-\$26 per hour

OVERVIEW

This position is responsible for managing the inbound call volume for a multi-channel contact center. Coordinates with the Sales Support team to ensure all Retail phone calls, and faxes etc. are handled promptly supporting this team when needed. Answers a heavy volume of consumer calls and emails using proficient writing skills and templates. Ensures that our retailers receive exceptional customer service meeting current guidelines for inbound calls of 85/45 where 85% of our inbound calls are answered in 45 seconds or less. Responds to all e-mails within 24-48 hours. Leverages product and company policy knowledge as well as establishing relationships with our retailers and territory managers by performing the following duties:

RESPONSIBILITIES

- Provides consistently outstanding customer service to retailer partners through in-bound and out-bound phone coverage. Provides general and routine information regarding orders, availability of inventory, promotional programs, returns policy and processes. Answers questions and resolves issues in a prompt and professional manner.
- Reviews product availability, understanding shipment and delivery dates from Germany to set reasonable customer expectations for product fulfillment. Confirms commitments and turn-around times for general order entry and processing.
- Responsible for accuracy of all work assigned. This includes but is not limited to order entry, email boxes, pricing, product information/availability, promotions and delivery.
- Provides support for other Sales Support Associates for processing At-Once/Future orders received via email, internet or fax as needed.
- Uses Customer Service telephone techniques to provide the customer with an exceptional service experience. Up sells additional product on every phone call.
- Adheres to customer guidelines in support of excellent customer service, specifically attendance, scheduling guidelines and Service Level 85/45, in order to meet customer's needs on demand.
- Other duties as assigned.

POSITION REQUIREMENTS/QUALIFICATIONS

- One year certificate from college or technical school or related experience and six months plus in a high volume call center a must.
- Able to work a flexible schedule including overtime when needed.
- Strong phone and customer service skills.
- Proficient writing skills in responding to e-mails.
- Solid experience in data entry systems (ABS).
- Knowledge of Database Software, Internet Software, and a basic understanding of social media in connection to consumer e-mail responses. Basic knowledge of MS Excel, Word and Outlook.
- Ability to use effective questioning techniques to get to the root cause as quickly as possible in order to understand and resolve issues, quickly making sound decisions.
- Must have excellent communications skills and ability to work effectively with all levels of personnel.
- Must have strong interpersonal skills support leadership, management, negotiation and problem-solving functions of this role.
- Proven ability to multi-task as well as plan and prioritize workloads, both independently and in a team environment, with minimal supervision.
- Friendly, courteous, service-oriented, professional, outgoing, and customer service oriented.
- Remain calm and professional in stressful situations.
- Detail oriented while maintaining an extremely positive attitude.
- Recognize problems, identify possible causes and resolve routine problems.
- Team player with a “can do” attitude that can work in a fast-paced environment.
- Ability to establish and maintain professional atmosphere for employees, clients and customers.
- Ability to expertly and aggressively market and sell company’s brand and products.
- Ability to make intelligent decisions independently and contribute recommendations for resolution of issues to next level management.

If interested, please email cover letter and resume to Human Resources at careers@birkenstockusa.com Subject line should list “**Customer Service Associate Wholesale**”.
BIRKENSTOCK USA, LP IS AN EQUAL OPPORTUNITY EMPLOYER.