

## Job Description

### Part-Time Digital Customer Service Associates

At Birkenstock, 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.

<b><u>JOB TITLE:</u></b>	Digital Customer Service Associate (Part-Time)
<b><u>LOCATION:</u></b>	Work from Home – California or New York
<b><u>HOURS:</u></b>	Variable- up to 29 hours a week with a set schedule every 2 weeks Must be able to commit to 40 hours of training up front
<b><u>SALARY:</u></b>	\$20-\$26 per hour

#### **OVERVIEW**

This position is primarily responsible for handling a heavy volume of contacts for inbound call, e-mails and chats for a multi-channel contact center. Ensures that our customers receive the most efficient and effective “Best in Class” customer service through using excellent communication skills and phone techniques. Contributes to department Service Level Agreement (SLA) goals and meets individual SLA goals, for specific phone, email and chat requirements. Uses and is proficient in all tools, documentation and systems available to make the customer experience optimal. Leverages product and company policy knowledge as well as establishing relationships with our customers by performing the following duties:

#### **RESPONSIBILITIES**

- Provides outstanding service on all questions to customers. This includes questions related to website use, placing orders for customer as requested, availability, programs, promotions, returns, shipping policies and processes as well as general and routine information regarding orders, product etc.,
- Highly productive, working efficiently and effectively to ensure that that all Service Level Agreement (SLA) goals are met.
- Ensures the customer experience is a first stop resolution experience.
- Responsible for accuracy of all work assigned using appropriate templates for all contacts and assignments, this may also include limited to order entry, consumer emails assigned, and follow up.
- Offers alternative product choices and options when needed, upsells additional products whenever possible.
- Documents every contact taken and uses our CTI Call Integration System with Desk.com or other software.
- Assigns appropriate contact reason code to every case.
- Works closely with Manager or Lead and informs them accordingly of any concerns, questions from customers, shipping issues etc.

## **POSITION REQUIREMENTS/QUALIFICATIONS**

- Some college or technical school or related call center/customer support center experience is required.
- Experience in a high-volume multi-channel call center/customer support center a plus.
- Able to work a flexible schedule including holidays, overtime and Saturdays, when needed.
- Strong phone and customer service skills.
- Proficient writing skills in responding to e-mails and working within social media channels.
- 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/question as quickly as possible in order to understand and resolve issues.
- Must have excellent interpersonal communications skills and ability to work effectively with all personnel in the office as well as various customer personality types to meet their needs.
- 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 looking for practical solutions and consistently maintaining a positive attitude.
- Team player with a “can do” attitude that can work in a fast-paced environment.
- Ability to expertly and assertively market and sell company’s brand and products.
- Ability to make practical and sound decisions independently and contribute recommendations for resolution of issues to management.
- Spanish, French, Portuguese or German language skills a plus.
- Other related duties as assigned.

## **Just a few of the many reasons why it is great to be a part-time employee at Birkenstock...**

- We sell products that bring people happiness and satisfaction! Our products are amazing!
- Competitive pay
- 3 pairs of free shoes every year and a generous discount for friends and family
- Holiday Pay
- Generous PTO
- 401(k) program (including a 5% company contribution)

If interested, please send cover letter, resume, and weekly availability to [careers@birkenstockusa.com](mailto:careers@birkenstockusa.com). Subject line should list “Digital CS Associate - PT”.

BIRKENSTOCK USA, LP IS AN EQUAL OPPORTUNITY EMPLOYER.