

VACANCY

CUSTOMER SERVICE EMPLOYEE GERMAN & ENGLISH SPEAKING

Location: Kaatsheuvel, The Netherlands

Reports to: Customer Service Manager

ABOUT BRONX

We are an international fashion forward shoe brand, we design, develop and distribute shoes. Shoes that make people happy across the globe. We have an honest and hardworking business culture and a sincere passion for shoes. In partnership with our retail customers we aim to create the best-selling shoes in our segment. Always complemented with top class service which helps retailers to maximize the sellout. Through our products, we strive to engage and inspire our consumers around the world.

It's a brand with a long history. The company started with cozy slippers and rainboots to the fashion forward shoe brand which we are today. The hard work and passion have been passed down from generation to generation within the family, the founders of the company.

We are a global, action-oriented company characterized by commitment and achievement, we strive to attract people who will help take our brand and business to new levels.

CUSTOMER SERVICE - JOB DESCRIPTION

- You are the first point of contact for customers service of all sales channels, international;
- Overall responsibility for service for Key Accounts - Independents retailers, e-accounts national and international as well as contact with end customers;
- Overseeing implementation of the customer service strategy - including budgets planning and attending sales meetings.

POSITION DESCRIPTION AND RESPONSIBILITIES:

- Working closely with the company's teams, Management Team, Sales Team from other countries, Styling Team, E-Commerce team and Marketing team, enabling them to meet the brand - image and commercial objectives.
- Maintain effective internal and external communications to ensure that all relevant company functions are kept informed about customer service objectives.
- Monitor and report on effectiveness of customer service communications.
- Processing and confirming orders to customers;
- Performing the correct and timely handling of the shipments;
- Performing a correct complaint handling;
- Signaling of product problems;
- Stay up to date with product-, and price-information of the total BRONX-range.

REQUIREMENTS:

- Well educated and professional level.
- HBO study in Commercial Economics or similar.
- Excellent communication skills
- Experience with Navision is a plus.
- Excel wizard
- Strong analytical and social and service skills.
- Proven track record of success in customer service of willing to learn
- Confident, driven and dynamic.
- Entrepreneurial mindset with the ability to spot original customer service opportunities.
- You are pro-active, persistent and have perseverance.
- You are experienced in working with targets and budgets
- Fluency in Dutch, English, German both spoken and written is a must.
- Spanish and French is a pre.
- You are fulltime available.
- You will be part of the family.

ARE YOU INTERESTED IN THIS JOB OPPORTUNITY?

Send your resume with picture to: cs@bronxshoes.com

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