



**At Wolford, we lead the market with exceptional European skin wear. We believe that the future of fashion is about substance. We are on a mission to drive progress through empowerment & liberation. Sparking an united journey with passion and an entrepreneurial mind set. We are committed to a better tomorrow, an open world. Embracing uniqueness and welcoming diversity. Born in Austria, at home in the world.**

## CUSTOMER SERVICE SPECIALIST (F/M/D)

People willing to promote Wolford's success are our most valuable capital. To boost the customer service team at our headquarter in Bregenz, we are looking for a committed, highly motivated and fashion-conscious personality as Customer Service Specialist.

In this position you will create a professional and long term relationship with the customer and also provide support to facilitate sales and to achieve best possible daily service for all customer requirements.

### YOUR TASKS:

- Processing all subsequent actions related to orders (order completion, release of part deliveries, open order monitoring provide requested style data files)
- Handling of customer complaints on the basis of product faults, delivery errors, transport damages or losses
- Keep track of sponsored, discounted items per customer or other special orders
- Providing a pro-active technical and commercial advise and proposal of additional or complementary products
- Support of commercial activities & inbound and outbound follow-up
- First line support for internal and external B2B users

### YOUR PROFILE:

- an university degree, bachelor level in Sales or business management
- at least three years of experience in a similar customer service/sales support function
- proficiency in German
- proficiency in English (a third language is preferred)
- hands-on mentality and ability to convince others
- strong organizational and problem solving skills
- you are a teamplayer with intercultural sensitivity

### WHAT WE OFFER:

- flexible working hours, international work environment
- employee discount for Wolford products and merchandise
- company health management (company doctor, free bike rental, yoga courses etc.)
- enjoy food in Wolford's own restaurant at employee conditions

Come and join us at Wolford. We look forward to receiving your application!

