



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 COMBINED WITH SUPERVISOR ROLE (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 combined with a Supervisor Role.

In this position you will create a professional and long term relationship with the customer and also take care of a daily guidance, training, support and monitoring of and to the customer service agents.

YOUR TASKS:

- Organizing the different daily tasks within the team and monitor team performance on executing procedures
- Train agents to adequately address a problem over the phone, in writing and how to write correspondence
- Provide constructive feedback to agents and CS manager
- Execute daily customer service tasks within own region and when required, together with the team, for other regions
- Handling of customer complaints on the basis of product faults, delivery errors, transport damages or losses
- Providing a pro-active, commercial advise and proposal of additional or complementary products

YOUR PROFILE:

- an university degree, bachelor level in Sales, business management or marketing
- at least three years of experience in a similar customer service/sales support function
- proficiency in English all other Languages are a plus
- hands-on mentality and stress resistant
- 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!

