

BURTON



For Burton's European headquarters in Innsbruck we are looking for an enthusiastic and knowledgeable Customer Service Representative (m/f) to help set a new standard in customer satisfaction servicing Burton.com and Performer Program customers.

Italian/German-Speaking Customer Service Representative (year-round position starting in September, 35-38,5h/week)

THE PRIMARY RESPONSIBILITIES FOR THIS POSITION ARE:

- Assist customers with product, order and warranty questions via phone and email
- Establish and maintain professional one on one relationships with customers and internal partners
- Work alongside the Burton E-Commerce and Product Service teams to share knowledge and customer feedback
- Guide and educate customers about Burton, Analog, and anon product lines
- Create and post support content for burton.com

ESSENTIALS FOR THIS ROLE ARE:

- A passion for snowboarding with an in-depth product knowledge
- Excellent written and oral communication skills in English, Italian and German
- A positive attitude, detail-oriented and capability to work independently while maintaining a "team and customer first" mindset
- Flexibility and ability to work in a fast paced environment
- Well organized, time efficient and multi-tasking ability

OUR OFFERING:

- Unique and challenging position
- International environment, vivid atmosphere
- An enthusiastic team sharing the love for snowboarding and the great outdoors
- Competitive, rewarding compensation package depending on your qualifications and experience (min. € 27.000 p.a.)

Are you the right candidate? Send your application to jobs@burton.at and join the Burton Family.