

BURTON



For Burton's European headquarters in Innsbruck we are looking for enthusiastic and knowledgeable Customer Service Representatives to help set a new standard in customer satisfaction servicing Burton.com and Performer Program customers.

Burton Guide (m/f/d)

Customer Service Representative | Winter Season 2021/2022

THE PRIMARY RESPONSIBILITIES FOR THIS POSITION ARE:

- Assist customers with product, order and warranty questions via phone, email and chat
- 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, post, translate and proof-read support content for burton.com

ESSENTIALS FOR THIS ROLE ARE:

- A passion for snowboarding with an in-depth product knowledge
- Outdoor industry knowledge with previous experience in customer service is highly regarded
- Excellent written and oral communication skills in English; fluent in Swedish, German, French, Italian or Spanish is a strong plus
- A positive attitude, detail-oriented and capability to work independently while maintaining a "team and customer first" mindset
- The ability to work a flexible and 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. gross € 28.000 p.a.

We are looking forward to receiving your English CV and cover letter online at jobs.burton.com!