

## Birkenstock USA Job Description

At Birkenstock USA, LP, our business is a reflection of who we are. We have a passion for our products, an appreciation of their heritage and a genuine belief in their benefits. Our business is a reflection of what we represent - quality products that are comfortable, unique, timeless and respectful of the world around us.

In order to provide quality products and services, we need quality people. We are looking for talented people who share our values of accountability, responsiveness, excellence, teamwork, respect, integrity and a positive attitude.

**JOB TITLE:** Customer Service Associate - Digital

**REPORTS TO:** Manager, Customer Service

**SUPERVISES DIRECTLY:** N/A

**SUPERVISES INDIRECTLY:** N/A

**TYPE:** Non-Exempt

### OVERVIEW

This position is primarily responsible for handling a heavy volume of contacts for inbound calls and e-mails for a multi-channel contact center. Ensures that our customers receive the most efficient and effective “Best in Class” customer service through using excellent communication skills and phone techniques. Contributes to department Service Level Agreement (SLA) goals and meets individual SLA goals, for specific phone and e-mail requirements. Uses and is proficient in all tools, documentation and systems available to make the customer experience optimal. Leverages product and company policy knowledge as well as establishing relationships with our customers by performing the following duties:

### RESPONSIBILITIES

- Provides outstanding service on all questions to customers. This includes questions related to website use, placing orders for customer as requested, availability, programs, promotions, returns, shipping policies and processes as well as general and routine information regarding orders, product etc.
- Makes certain that all SLA goals are met including that 80% of calls are answered within 20 seconds.
- Ensures the customer experience is a first stop resolution experience.
- Responsible for accuracy of all work assigned using appropriate templates on e-mails and phone techniques, this includes but is not limited to order entry, consumer emails assigned, and follow up.

- Offers alternative product choices and options when needed, upsells additional products whenever possible.
- Documents every call and e-mail taken and uses our CTI Call Integration System with Desk.com or other software.
- Assigns appropriate contact reason code to every case.
- E-mails fulfillment center, if an order needs to be cancelled, fills out paperwork for credit adjustments and submits to manager for approval.
- Works closely with Manager or Lead and informs them accordingly of any concerns, questions from customers, shipping issues etc.

## **POSITION REQUIREMENTS/QUALIFICATIONS**

- Some college or technical school or related call center experience.
- Experience in a high volume multi- channel call center a plus.
- Able to work a flexible schedule including holidays, overtime and Saturdays, when needed.
- Strong phone and customer service skills.
- Proficient writing skills in responding to e-mails, exposure to social media channels.
- Knowledge of Database Software, Internet Software, and a basic understanding of social media in connection to consumer e-mail responses. Basic knowledge of MS Excel, Word and Outlook.
- Ability to use effective questioning techniques to get to the root cause/question as quickly as possible in order to understand and resolve issues.
- Must have excellent interpersonal communications skills and ability to work effectively with all personnel in the office as well as various customer personality types to meet their needs.
- Proven ability to multi-task as well as plan and prioritize workloads, both independently and in a team environment, with minimal supervision.
- Friendly, courteous, service-oriented, professional, outgoing, and customer service oriented.
- Remain calm and professional in stressful situations.
- Detail oriented while looking for practical solutions and consistently maintaining a positive attitude.
- Team player with a “can do” attitude that can work in a fast-paced environment.
- Ability to expertly and assertively market and sell company’s brand and products.
- Ability to make practical and sound decisions independently and contribute recommendations for resolution of issues to management.
- Spanish, French and Portuguese language skills a plus.
- Other related duties as assigned.

If interested, please email cover letter and resume to Human Resources at [mhoessl@birkenstockusa.com](mailto:mhoessl@birkenstockusa.com)

BIRKENSTOCK USA, LP IS AN EQUAL OPPORTUNITY EMPLOYER.