

Birkenstock Job Description

At Birkenstock 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 – Birkenstock Canada

DIGITAL CUSTOMER SERVICE ASSOCIATE OVERVIEW

This position is primarily responsible for handling a heavy volume of contacts via inbound calls, e-mails and live chat for an ecommerce 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 and a seamless and friendly experience on all questions to customers. This includes questions related to website use, placing orders for customer as requested, availability, programs, 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.
 - Manages best-in class service through processing exchanges and appeasements when applicable ensuring customer has a satisfactory 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, chat and e-mail taken and efficiently uses our Order Management System as well as Customer Service Communication platform to manage day-to-day processes
- Assigns appropriate contact reason code to every case.
- Handles some contact with the ecommerce fulfillment center to manage order exceptions
- 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.
- Fluent in both Canadian French and English a must.
- Strong phone and customer service skills.
- Proficient writing skills in responding to e-mails and live chats
 - Comfortable in working in multiple systems (order management system, communication software, website, carrier tracking etc.)
- 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
- Remain calm and professional with the ability to deescalate 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.
- Other related duties as assigned.

Birkenstock reserves the right to change, alter, or amend the job duties of employees at its sole discretion with or without notice.

If interested, please email cover letter and resume to Human Resources at mhoessl@birkenstockusa.com with subject line “Customer Service Associate – Birkenstock Canada.”

BIRKENSTOCK USA, LP IS AN EQUAL OPPORTUNITY EMPLOYER.