

Job Description

Part-Time Digital Customer Service Associates

At Birkenstock, our business reflects who we are. We have a passion for our products, an appreciation of their heritage, and a genuine belief in their benefits. We represent - quality products that are comfortable, unique, timeless, and respectful of the world around us. Our mission is to deliver happiness and satisfaction.

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 cheerful outlook.

<u>JOB TITLE:</u>	Digital Customer Service Associate (Part-Time)
<u>LOCATION:</u>	Work From Home – <u>CALIFORNIA RESIDENTS ONLY</u>
<u>HOURS:</u>	Variable- up to 29 hours a week with a set schedule every 3 weeks Must be able to commit to 40 hours of training upfront.
<u>SALARY:</u>	\$25/hourly non-exempt

OVERVIEW

This position is primarily responsible for managing a heavy volume of contacts for inbound calls, e-mails, and chats for a multi-channel contact center. Ensures that our customers receive the most efficient and effective “Best in Class” customer service by using excellent communication skills and phone techniques. Contributes to department Service Level Agreement (SLA) goals and meets individual SLA goals, for specific phone, email, and chat requirements. Uses and is proficient in all tools, documentation, and systems available to ensure an optimal customer experience. 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, availability, programs, promotions, returns, shipping policies and processes as well as general and routine information regarding orders, products, etc.,
- Highly productive, working efficiently and effectively to ensure that all Service Level Agreement (SLA) goals are met.
- Ensures the customer experience is a first-stop resolution experience.
- Responsible for the accuracy of all work assigned.
- Offers alternative product choices and options when needed.
- Thoroughly documents every customer contact.

POSITION REQUIREMENTS/QUALIFICATIONS

- Some college, technical school, or related call center/customer support center experience is required.
- Experience in a high-volume multi-channel call center/customer support center
- Able to work a flexible schedule including holidays, overtime, and Saturdays, when needed.
- Excellent phone and customer service skills.
- Proficient writing skills
- Knowledge of Database Software, and Internet Software. 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 to understand and resolve issues.
- Must have excellent interpersonal communication skills and the ability to work effectively to provide best-in-class service to all Brand Fans.
- Proficient and able to multi-task, plan, and prioritize workloads, independently and in a team environment, with minimal supervision.
- Friendly, courteous, service-oriented, professional, and outgoing.
- Remain calm and professional in stressful situations.
- Meticulous while looking for practical solutions and consistently maintaining a cheerful outlook.
- Collaborator with a “can do” attitude that can work in a demanding environment.
- Ability to expertly and assertively market and promote the company’s brand and products.
- Ability to make practical and sound decisions independently and contribute recommendations for resolution of issues to management.
- Spanish, French, Portuguese, or German language skills a plus.
- Use of Gladly CRM and IBM OMS a plus

Some of the many reasons why it is great to be a part-time employee at Birkenstock...

- We sell products that bring people happiness and satisfaction! Our products are amazing!
- Competitive pay
- 3 pairs of free shoes every year and a generous discount for friends and family
- Holiday Pay
- Generous PTO
- 401(k) program (including a 5% company contribution)

If interested, please send a cover letter, resume, and weekly availability to: careers@birkenstockusa.com. The subject line should list “Digital CS Associate - PT

BIRKENSTOCK USA, LP IS AN EQUAL OPPORTUNITY EMPLOYER.