

## Birkenstock USA, LP OPERATIONS COORDINATOR

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. Our mission is to deliver happiness and satisfaction.

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:** Operations Coordinator, Digital Americas

**Position Location:** NYC (SoHo)

**Reports To:** Manager, Operations, Digital Americas

**Salary:** \$60K-\$80K

### **Objectives**

The Operations Coordinator Digital Americas will work with the Operations Manager on all operational processes and activities of the digital distribution channel pertaining to warehousing, transportation, customer support and payment in the Americas region. This role will monitor the day to day performance of Birkenstock's operations service providers based on service level agreements ensuring best in class service for our customers.

### **Responsibilities**

- Monitor and manage warehouse operations ensuring proper execution of pick/pack/ship, inbound receiving and returns process in collaboration with our 3PL
- Communicate with customer service teams and warehouse to maintain best level of service and trouble shoot any exceptions
- Conduct regular status calls and engage with 3PL on a daily basis to review metrics, project status and identify opportunities for improvement of standard operating procedures (SOP)
- Run regular and ad hoc reporting to monitor and ensure that all service providers are maintaining/exceeding SLAs and other KPI benchmarks incl inventory metrics
- Support with project management related tasks and follow up for local market operational projects; as well as company-wide projects with respect to operational components

### **Interfaces/Relationships**

- Direct interface to local fulfillment providers across all services
- Close liaison with Birkenstock USA teams in the areas of operations, customer service, IT, and inventory management
- Daily interface with digital teams in the areas of operations and project management

### **Competencies**

- High degree of customer orientation and service-oriented mindset
- Working knowledge of 3PL operations incl. warehouse fulfillment
- Distinct ecommerce affinity and understanding of the digital environment
- Outstanding organizational and problem-solving skills, ability to prioritize and escalate internally and externally
- Critical thinker with attention to detail
- Data-driven mindset with ability to turn data into actionable insights
- Exceptional communication, presentation and negotiation skills
- Industry benchmark know-how

## **Qualifications**

- Education
  - BA in business, logistics, process management, engineering or similar degree
- Professional experience
  - 2-3 years experience in an operational role, preferably in a digital environment with focus on fashion/ consumer goods
  - Vendor management experience
- Specialty Know-how
  - Familiarity with order management, customer service tools and ERP systems
  - Project management skills desired
- Language Skills and competency level
  - English
- IT skills
  - Strong MS office excel skills and proficiency in other MS office applications
  - SAP knowledge a plus

## **Personal Skills**

- Disciplined, structured and conceptual approach
- High level of responsibility and accountability
- Resilient, flexible, decisive
- Affinity for process-focused thinking and problem-solving mindset
- Comfortable in and adaptable to rapidly changing conditions
- Ability to manage detail level as well as handle strategic approach
- Hands-on mentality

## **Working Conditions**

- Involvement with local and global teams with diverse cultures
- Ability to travel to 3PL as needed

If interested, please send cover letter and resume to [mhoessl@birkenstockusa.com](mailto:mhoessl@birkenstockusa.com). Subject line should list "Operations Coordinator, Digital Americas".

BIRKENSTOCK USA, LP IS AN EQUAL OPPORTUNITY EMPLOYER.