

Stellentitel /
Position title: Coordinator Operations, Digital Americas

Ziele der Stelle / Purpose and objectives of the job:

As a member of the Americas Digital Operations team, the Coordinator Operations supports the day-to-day operational functions that keep the Birkenstock ecommerce business running smoothly. From daily systems and payment monitoring to data gathering, reporting and cross-functional task support, this role will develop a broad understanding of our operational systems and processes. The Coordinator Operations will make and impact by contributing directly to the team's ability to deliver a flawless order experience for our customers.

Tasks and responsibilities:

- Perform daily systems and payment health monitoring checks, flagging anomalies and escalating as needed
- Monitor in-transit shipments and support carrier-related issue resolution
- Support carrier claims by gathering and submitting documentation as requested
- Assist with payment chargeback procedures providing the required information and evidence
- Field and route CS operational requests
- Support weekly and monthly operational data gathering and reporting including mis-ship/short-ship reporting, non-happy path returns tracking
- Execute data pulls for cross-functional ad hoc requests
- Process and track data privacy requests in accordance with established workflows and SLA
- Provide ad-hoc support to operations project workstreams as needed
- Assist with documentation and coordination tasks across the operations team

Interfaces / Relationships:

- Close liason with Birkenstock teams in the areas of operations, customer service, finance

Competencies:

- High degree of customer orientation and service-oriented mindset
- Attention to detail – executes tasks with accuracy and consistency
- Outstanding organizational and problem-solving skills
- Critical thinker who asks questions and seeks to understand the systems and processes they support
- Excellent interpersonal and communication skills, both written and verbal
- Strong collaborator who contributes positively to shared team goals

Qualifications:

- Education
 - Bachelor's Degree in business, logistics, supply chain, process management or related field
- Professional experience
 - 1-2 years of professional experience in ecommerce, operations or DTC logistics
 - Proficiency in MS Excel including basic reporting and data organization skills
 - Familiarity with operational systems such as OMS, WMS and DWH
 - Strong written communication and documentation skills
 - Exposure to DTC retail environment preferred
- Language Skills and competency level
 - English

Personal Skills

- Highly organized with strong attention to detail
- Reliable and consistent
- Proactive communicator who surfaces issues early
- Comfortable in and adaptable to rapidly changing conditions
- Eager to learn and grow and curious about operations management

Working conditions:

- Involvement with local and global teams with diverse cultures

Sonstiges / Others:

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Wenn dieses Positionsprofil nicht im Zusammenhang mit einer Personalanforderung erstellt wird:
If this job description is not created in relation to a personnel requisition:

Gehalt / Salary

\$68k-\$78k

Berichtet an/
Reports to

Jr Manager Operations

Bereich /
Business Unit

Birkenstock Digital Americas

Kontakt / Contact

Send resume to Katelynn.ramos@birkenstock.com

Arbeitsort /
Location

New York, New York/USA (remote)