

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. 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 positive attitude.

<u>JOB TITLE:</u>	Assistant Manager CS
<u>LOCATION:</u>	San Francisco Bay Area
<u>REPORTS TO:</u>	Customer Service Manager
<u>DIRECT REPORTS:</u>	Part-Time Customer Service Agents
<u>TYPE:</u>	Exempt
<u>SALARY:</u>	\$75k - \$85k

Note: Relocation and any associated costs are the sole responsibility of the person hired for this position.

Position Summary

The Customer Service Supervisor is responsible for supervising, coaching and motivating a team of Part-Time Customer Service Agents to deliver "Best-in-Class" service within a high-volume, multi-channel contact center environment. This role oversees daily operations across phone, email, and chat channels, ensuring efficient workload management and adherence to established Service Level Agreements (SLAs). The supervisor partners closely with the Customer Service Manager to drive team performance, maintain service excellence, and support continuous improvement initiatives.

Key Responsibilities

- Supervise, coach, and motivate Part-Time Customer Service Agents to achieve performance goals and deliver exceptional customer experiences.
- Monitor and manage daily workload across all customer contact channels, including phone, email, and chat.
- Oversee and manage the prioritization of customer inquiries to ensure timely resolution and optimal resource utilization.
- Support the achievement of departmental Service Level Agreements (SLAs) and key performance metrics.
- Collaborate closely with the Customer Service Manager to identify operational improvements and ensure service excellence.
- Utilize contact center platforms and reporting tools, including Gladly, Rippit Quality Management, SimpleSat, and Assembled, to monitor performance, quality, and customer satisfaction.
- Review quality assurance results and provide coaching and feedback to improve agent performance.
- Responsible for hiring, developing, managing performance, and, when necessary, administering corrective action and termination of employees in accordance with company policies and applicable laws.
- Create and administer employee performance evaluations and development plans.
- Partner with the Digital Team to address customer experience issues, website-related inquiries, and

- service enhancements.
- Handle escalated customer concerns and support agents with complex customer interactions.
- Generate and analyze reports to identify trends, staffing needs, and opportunities for operational improvements.
- Act as backup for the Customer Service Manager during peak business periods, absences, or as otherwise requested.
- Other duties and special projects as needed.

Qualifications

- 3+ years of customer service experience working in a high-volume, multi-channel contact center environment
- Strong leadership, coaching, and employee development skills required.
- Excellent verbal and written communication skills.
- Proven ability to prioritize competing demands and manage workflows effectively.
- Experience with customer service and workforce management platforms, including Gladly, Rippit QA, Simplesat, and Assembled preferred.
- Strong analytical, problem-solving, and decision-making abilities.
- Proficiency in Microsoft Office Suite, particularly Excel and reporting tools.
- Global business mindset
- Professionalism in discretion with confidential information

Key Competencies

- Customer Focus
- Team Leadership and Development
- Performance Management
- Communication and Collaboration
- Quality Assurance
- Workforce Planning
- Continuous Improvement
- Problem Resolution

If interested, please send cover letter and resume to katelynn.ramos@birkenstock.com. Subject line should list "Customer Service Supervisor".

BIRKENSTOCK USA, LP IS AN EQUAL OPPORTUNITY EMPLOYER.

