

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.

**JOB TITLE:** Digital Customer Service Associate

**LOCATION:** California Residents Only

**REPORTS TO:** Manager, CS Direct to Consumer

**TYPE:** Non-Exempt Part-Time

**PAY:** \$25/hour

## **OVERVIEW**

### **Digital Customer Service Associate (Part-Time)**

The ideal candidate is empathetic, detail-oriented, highly organized, and comfortable working across multiple systems and applications simultaneously. This position contributes to both individual and team Service Level Agreement (SLA) goals while fostering positive relationships with customers and representing the Birkenstock brand with professionalism and integrity.

---

## **Core Competencies & Qualifications**

- Proficient in navigating multiple systems, software applications, and databases simultaneously while maintaining accuracy and efficiency.
- Advanced working knowledge of Microsoft Office Suite, including Outlook, MS Teams
- Exceptional multitasking, organizational, and time-management abilities with a demonstrated capacity to manage competing priorities.
- Strong analytical and critical thinking skills with excellent judgment and decision-making capabilities.
- Maintains a professional, courteous, and brand-positive demeanor in all customer interactions, regardless of situation or channel.

- Identifies and appropriately escalate questionable customer activities, policy violations, or potential fraudulent transactions in accordance with company procedures.
  - Leads every customer interaction with empathy, actively listening to understand customer concerns while delivering solutions that create positive experiences and build customer loyalty.
  - Use sound judgment and critical thinking to resolve customer issues while balancing customer satisfaction with company policies and business objectives.
- 

### **Essential Responsibilities**

- Deliver exceptional Omni Channel support through phone, email, chat, and SMS.
- Assist customers with inquiries regarding products, order status, website navigation, promotions, shipping, returns, research UPS Shipping issues, exchanges, and company policies.
- Create a positive customer experience by striving for first-contact resolution whenever possible.
- Meet or exceed individual and departmental Service Level Agreement (SLA) goals.
- Accurately document all customer interactions, resolutions, and follow-up actions.
- Offer alternative products, solutions, or recommendations to best meet customer needs.
- Maintain an elevated level of productivity, quality, and professionalism in a fast-paced, multi-channel environment.
- Represent and promote the Birkenstock brand and products with enthusiasm and confidence.
- Utilize CRM, order management (OMS), payment processing, and fraud detection systems (Adyen, Signifyd) to support customer inquiries, monitor order activity, and ensure seamless customer experience.
- Manage customer interactions and order activity across multiple systems to ensure timely issue resolution and accurate order processing.

---

### **Qualifications**

- Able to work independently with minimal supervision while collaborating effectively within team environments.
- Professional, customer-focused demeanor with the ability to remain calm and composed in challenging situations while managing escalated customers.

- Meticulous with a strong commitment to accuracy, quality, and follow-through.
- Positive, adaptable, and service-driven mindset with a collaborative “can-do” approach.
- Experienced in promoting products, programs, and services during customer interactions to support business objectives.
- Flexible and dependable, with availability to work weekends, holidays, overtime, and varying schedules as needed.
- Experience with Gladly CRM and IBM Order Management System (OMS).
- Spanish, French, Portuguese, or German language skills.

---

### **Why Join Birkenstock?**

As a part-time employee, you will enjoy benefits that support both your work and lifestyle, including:

- Competitive hourly pay
- Three free pairs of Birkenstock shoes annually
- Generous employee, friends, and family discount program
- Holiday Pay
- Paid Time Off (PTO)
- 401(k) program with a 5% company contribution

Most importantly, you will be part of a company whose products bring happiness, comfort, and satisfaction to customers around the world.

---

### **How to Apply**

Please submit the following:

- Submit Resume
- Cover Letter
- Weekly Availability

**Email:** [careers@birkenstockusa.com](mailto:careers@birkenstockusa.com)

**Subject Line:** *Digital Customer Service Associate – PT*

---

**BIRKENSTOCK USA, LP IS AN EQUAL OPPORTUNITY EMPLOYER.** We are committed to fostering a diverse and inclusive workplace where we value and respect our employees.

BIRKENSTOCK USA, LP IS AN EQUAL OPPORTUNITY EMPLOYER.

Birkenstock USA, LP 100 Wood Hollow Drive, Suite 100 Novato CA. 94945  
[www.birkenstock.com/us](http://www.birkenstock.com/us)