



Black Diamond is one of the world's most innovative mountain sports brands rooted in the communities we serve and is committed to providing our customers the best possible service. Black Diamond stands for passion and professionalism in the development and manufacturing of mountain, outdoor and snow sport products. For the European Headquarter in Innsbruck we are currently looking for a well-organized and dedicated

CUSTOMER SERVICE REPRESENTATIVE (F/M/X)

In this position, you will be a part of the young and international Sales Operations team. Sales Operations is responsible for all customer inquiries, ensuring a superior and reliable customer experience. You will be the main day to day contact for our European retailers, playing a key role in achieving the overall business goals.

YOUR RESPONSIBILITIES

- Provide excellent after-sales service in a professional and competent manner
- Identify and actively handle customers' needs to guarantee excellent service standards, respond efficiently to customers' inquiries providing appropriate solutions to ensure proper handling of orders and on-time delivery
- Support the internal sales team and our sales agents in the daily relationships with our retailers
- Build long-lasting and successful relationships with our customers
- When handling customers' requests, you can easily switch between different languages, whether on the phone or by mail

YOUR PROFILE

- Fluent in English and German, any other European language is a plus (e.g. French, Italian, Polish)
- Proactive and communicative
- Service-oriented, problem-solving personality with a hands-on mentality
- Reliable and detail-oriented
- Good knowledge of Microsoft Excel, Word and Outlook
- Ideally with some working experience in the sports/outdoor industry
- An outdoor enthusiast

WHAT YOU CAN EXPECT AT BD

- A versatile job in an ideal location for climbers, skiers and outdoor enthusiasts
- International atmosphere
- Various company advantages and benefits
- Generous employee discounts
- Flexible working hours

This position is open for both experienced customer service professionals as well as newcomers with commercial know-how. In Austria, we are required to declare the annual minimum salary of 28,000€. Depending on your qualifications and experience, an overpayment is foreseen.

Black Diamond Equipment Europe GmbH

Taylor Lemon

HR Manager Europe

Black Diamond Equipment Europe GmbH

Hans-Maier-Strasse 9

6020 Innsbruck, Austria

Email: Jobs@blackdiamond.eu

www.blackdiamondequipment.com