About The Role

This full-time role sits within the Sales Team based at our Clifton Hill Head Office (HQ1) and offers an exceptional opportunity for someone looking to work in a pivotal, highly visible position with lots of variety working on tasks that include, but are not limited to:

Customer Care Team Leader

- · Welcoming all visitors to HQ1 and liaising with all staff in a positive, professional, and friendly manner
- Act as first point of contact for all incoming reception telephone calls and emails
- Preparation and maintenance of wholesale customer details, sales and back orders, including data entry and filing, order cancellations etc., as required
- Customer care & relations
- Answering detailed product and service questions and handling complaints, providing appropriate solutions and alternatives
- Assist the Sales team and wholesale customers with all related activities and tasks during indent period

Facilities Coordination

- Manage the Birkenstock Reception inbox and manage all incoming and outgoing mail, as required
- Monitor and maintain all office facilities and amenities, including all common equipment, are clean, tidy, and fully resourced, and the working environments are positive and comfortable for all staff.
- Ordering of all office consumables and staff amenities
- Coordinate, in conjunction with the Managing Director, all property maintenance requests and relevant trades across all office locations.
- Coordinate all internal and external social events for the Business, in collaboration with the relevant department/s
- Assist with Director-delegated projects, maintaining confidentiality, as required
- · Develop and manage internal communications, as required

Essential Skills & Qualifications

- Minimum Certificate IV Business Administration or equivalent; or minimum 3 years relevant experience
- Demonstrated experience leading a team
- Demonstrated proficiency using Microsoft 365 & MS Teams
- Excellent written and verbal communication skills
- Excellent organisational management skills
- Able to work under pressure while maintaining a positive, empathetic, and professional attitude
- Experience in customer service with exceptional telephone manner and excellent verbal and written communication skills
- · Attention to detail and accuracy
- · Proactive and flexible
- Able to work autonomously and as part of a team, communicating and coordinating with colleagues as necessary.

Desired Skills

- Experience working with VOIP telephony
- SAP Business One
- Experience coordinating facilities operations across multiple work locations

Perks

- An opportunity to work with a well-reputed, global heritage brand
- Sustainably focused company and office environment
- Public transport on the doorstep
- Generous employee discount
- Birthday leave
- Regular activities and events, including team building.
- Employee Assistance Program (EAP)