



**WE'RE HIRING
APPLY NOW!**

We are one of the most awarded manufacturers for innovative camping and outdoor sports equipment with roots in Australia. Our team for the EMEA region located in Switzerland, Norway and Germany is looking for you to join our office in Bielefeld as an

CUSTOMER SERVICE OFFICER B2B (F/M/D)

WHAT YOU CAN EXPECT:

- You will contribute to providing excellent service to our existing international sports retail customers by responding to all enquiries in a professional, efficient and timely manner
- You are responsible for B2B order management (recording, control, monitoring)
- You ensure the timely processing of incoming B2B orders
- You support our customers with technical support and after-sales service (including handling complaints, advising on repairs or product maintenance)
- You work closely with the IT team as well as the logistics and sales partners to continuously improve customer order processes
- You are the internal contact person for our field sales team and actively support them
- You will help with the support and maintenance of our EMEA B2B order portal
- You will be part of international projects related to your area of responsibility

YOUR PROFILE:

- You have already been able to demonstrate your skills in a similar work environment for two to three years
- You have excellent communication skills and enjoy direct contact with customers
- You already have experience with ERP systems and find it easy to familiarise yourself with new systems
- You enjoy (international) customer contact and are fluent in German and English (knowledge of other languages such as French or Spanish is desirable)
- Initial experience and basic knowledge of export processing round off your profile
- Knowledge of CRM solutions (e.g. Zendesk) or B2B webshop solutions is an advantage
- You enjoy being outdoors in your free time and have a good technical understanding of outdoor equipment

WHAT WE OFFER YOU:

- Supportive and friendly working atmosphere in an international team
- Individual and detailed onboarding programme
- Own and clearly defined task and customer area
- Global work in an expanding company in the outdoor industry
- Exciting tasks with the possibility to influence your own work
- Open-ended contract, flexible working hours and the opportunity to work from home
- Part-time position also possible (with at least 28 hours / week)
- Employee-specific, internal and external training opportunities

We look forward to receiving your application:

[Click here and apply within 2 minutes!](#)

Open questions?

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