

BE PART OF OUR TEAM.

Women's Best is an internationally successful start-up that sells high-quality sportswear and premium sports nutrition for women in 150 countries.

#pushyourcareer



**HEAD OF GLOBAL
B2C CUSTOMER SUPPORT**
(M/F/X)

www.womensbest.com



WOMEN'S BEST™
ENJOY THE DIFFERENCE



TNW
THE NEXT WEB

Forbes

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ds deutsche
startups

We are currently recruiting to fill the following position at our UK London office:

HEAD OF GLOBAL B2C CUSTOMER SUPPORT

(M/F/X)

Full time (40h/week)

Women's Best is an internationally successful start-up that sells high-quality sportswear and premium sports nutrition for women in 150 countries. As one of the most successful social media start-ups we don't see ourselves as a regular employer, but are much more trying to make a change and revolutionize the labor market.

Look forward to modern working conditions, an international team aged between 18-53 and a special success story. In addition, enjoy modern working spaces and unforgettable company events as a part of our attractive benefits.

WHAT'S IN IT FOR YOU

- a unique success story
- excellent promotion prospects
- competitive salary, pension and private medical care scheme
- performance related bonus
- 25 days paid annual leave
- WFH days
- an international dynamic team
- opportunity to travel to Austria
- flexible working hours
- unforgettable corporate events

YOUR TASKS:

- you'll be the main point of contact to the Management and the B2C Support Team for all our brands.
- manage and develop the B2C Customer Service department, a team of 25+ members (based in London, Innsbruck, Austria, worldwide)
- leading your international team responsibly through our dynamic day-to-day business.
- ensure the smooth operation of your team, especially the flow of information (innovations, launches, etc.).
- guide your team through regular feedback and assist with difficult customer issues.
- develop your team in close cooperation with the compliance department.
- ensure that your team complies with our quality standards and targets, reacting early on if there is a need for optimization.
- you contribute to the optimization of the operational and qualitative performance of Customer Support.
- you are the contact person for external and internal stakeholders and work closely with the internal departments.
- you work closely with the carriers, the warehouses and the payment processors.

YOUR PROFILE:

We are advising our global customers in the areas of shipping, product information and complaints management and provide active support via iMessage, WhatsApp, Email and, soon to come, our own messenger system, 7 days a week on various communication channels (social media).

- you have customer service experience at a senior level including leading teams.
- exceptional organizational skills, good attitude for sports nutrition and sports fashion.
- english mother tongue (German is advantageous but not a must).
- strong working knowledge of MS Office applications.
- show a great understanding of the Women's Best customer and customer segmentation and reflect this in your decisions.
- you've got the hunger for hitting the numbers and happy to talk to about them, you obses KPIs.
- strong judgement, drive and influence.
- calm temperament under pressure.
- hard working, self-motivated and great communicator.



APPLY NOW.

Become part of our success story and apply today.

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ADDRESS

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