

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 CUSTOMER SUPPORT
(M/F/X)

www.womensbest.com



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David Kurzmann, Thomas Mark and Lukas Kurzmann

OUR SUCCESS STORY.

More than 900,000 customers worldwide, more than 3.8 million followers on social media and a total annual reach of 1.3 billion people.

What sounds like a typical Silicon Valley success story, where young start-ups grow to market leaders within the shortest period of time, was achieved by an Austrian start-up.

Surprising to many, Women's Best is not an American corporation - it was founded in Austria in 2015 by three young Austrians. Today the producer of high-quality sportswear and premium sports nutrition is one of the worldwide fastest growing women's brands and a big player in the industry.

For our headquarters in Innsbruck, Austria, we are currently looking for a:

HEAD OF CUSTOMER SUPPORT (M/F/X)

Full time (38.5h/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 the company gym, modern working spaces and unforgettable company events as a part of our attractive benefits.

YOUR BENEFITS WITH US:

- A unique success story
- Our company location (Austria)
- Excellent promotion prospects
- Bonus payments
- Personal development
- Working directly with the founders
- An international dynamic team
- Flexible working hours
- Modern working conditions
- Company owned gym
- Unforgettable corporate events
- Free coffee & snacks

YOUR BENEFITS IN AUSTRIA (TIROL):

- 14 salaries per year
- Extraordinarily high quality of life
- Low crime rate
- Excellent social / health care system
- Beautiful landscape
- Popular travel destination
- Various leisure activities in summer and winter
- Innovative economy

YOUR TASKS:

- Leading a team of 7 employees
- Monitoring and responsibility for customer support on social media, WhatsApp, MessagesApp and per email
- Operational responsibility for customer satisfaction and team performance
- Weekly team scheduling / shift schedule and coordination of absences
- Direct contact for our fulfillment center and shipping providers
- Monthly reporting and controlling as well as quality management
- Coordination and control of all translations (7 languages)
- Training for the team (new products, communication, motivation, sales)
- Responsible for returns management

YOUR PROFILE:

- Completed commercial training
- At least 5 years of work experience in a similar environment including at least 2 years management experience
- High customer and service orientation
- Strong communication skills, combined with a positive, convincing and confident appearance
- Highly process-oriented and experienced in creating new structures
- Hands-on mentality, enthusiasm and assertiveness
- Ideally, experience in employee training (communication, sales, motivation)
- Very good knowledge of English and French (at least level C1)

GROSS SALARY:

For this position, depending on qualifications and work experience, the minimum gross annual salary for full-time starts at € 41,600.

Attractive bonus payments complete the salary package. The willingness to overpayment is given, depending on your qualification and previous professional experience



APPLY NOW.

Become part of our success stories and apply today.

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