



Part-time Customer Experience Specialist

About the job

We are looking for a Dutch-speaking Customer Experience Specialist to join our team in Amsterdam!

The Customer Experience frontline at Bundleboon is our one-point-of-contact for all customers. Our Customer Experience Specialists' main focus is to handle any requests from customers throughout various channels. You will also coordinate actions and exceptions with our two founders.

This position offers you a great opportunity to help our fast-growing startup with building a unique unboxing experience to all of our Bundlebooners.

What you'll do...

- Resolving requests and complaints through various channels (e.g. social media, e-mail, chat)
- Support the team of the personal shoppers (from a range of administrative tasks)
- Optimizing customer experience in the Benelux
- Assisting in the optimization of ticket handling
- Reporting to the founders with the weekly KPIs

Desired skills

- Native Dutch and fluent in English in reading and writing
- Prior experience in customer service
- Service-minded and a strong communicator
- Interested in fashion and social media
- Motivated, flexible and social

What we offer

- Dynamic work in a challenging environment
- An informal, creative, and crazy team
- Monthly compensation
- Free Friday Rosé (or everyday Rosé)

About the company

BUNDLEBOON is changing the way parents shop for children, by combining technology, data, brand, personalization, unique customer experience and merchandise that screams CUTENESS!

We are taking the dressing room drama and making shopping for kids convenient and fun - the future of vertical commerce! We are an Amsterdam- based startup, founded by two female founders from Germany and Denmark with great retail and fashion expertise. Join our fun, young and strategic team to develop a scalable and innovative startup that powers a business with massive market opportunity in Europe.

Are you the candidate, we are looking for? Send your CV and cover letter to hello@bundleboon.com