



## **Dutch customer experience specialist (part-time)**

Bundleboon is a personal shopping service for children born in Amsterdam. We were founded in June 2017 by two female entrepreneurs with a passion for fashion and styling. Our startup is growing fast and we need your help! We are looking for a Dutch speaking **Customer Experience Specialist** to join our team in Amsterdam!

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

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

### **Responsibilities:**

- Resolving requests and complaints through various channels (**e.g. social media, email, chat**)
- Processing invoices and charging - Making sure all payments are handled smoothly.
- Support the team of the personal shoppers (from a range of administrative tasks)
- Reporting to the founders with the weekly KPIs
- Optimising customer experience in The Netherlands
- Assisting in optimisation of ticket handling

### **Desired skills:**

- Native Dutch and fluent in English in reading and writing
- Prior experience in customer service
- Motivated, flexible, social and service-minded
- Interested in fashion and social media
- Able to work min. 2 days/week

### **What we offer:**

- Dynamic work in a challenging environment
- A chance for a full-time position
- An informal, creative, and crazy team
- Free Friday Rosé (or everyday Rosé)

Are you the candidate, we are looking for? Send your CV and cover letter to [nelli@bundleboon.com](mailto:nelli@bundleboon.com)