



CUSTOMER SERVICE REPRESENTATIVE

m/f/d

BOA Technology, the creator of the award-winning, patented BOA Fit System, is reinventing how shoes, medical braces, and equipment performs. As BOA looks ahead to the future, there is contagious excitement radiating across our offices in the United States, Europe and Asia. We are a collaborative, growing company where details matter and customer satisfaction with our product is paramount.

OVERVIEW OF THE ROLE

Reporting to the Consumer Support Manager, you will be the main contact for BOA's end users and retail partners. You will process (pick, pack, ship) warranty and spare parts orders received through a variety of mediums (phone, e-mail, website) using an integrated Enterprise Resource Planning (ERP) system. Inventory will be maintained through daily receipts, shipments, and periodic cycle counts. You will also support the office by handling incoming and outgoing shipments (both inventory and non-inventory).

CORE RESPONSIBILITIES

- Regularly role model the Core Operating Principles to your team and others
- Respond to a high volume of email and telephone inquiries with exceptional customer service
- Process warranty/spare part orders from BA end-users and retailers using ERP system and automated shipping software
- Provide product support via phone for BOA end-users and retailers
- Maintain accurate inventory so that we can service all customers and programs
- Develop a strong technical knowledge of current, future, and past BOA system parts and products

REQUIRED QUALIFICATIONS

- High School Diploma or equivalent
- 1+ years experience working in customer service
- Experience balancing customer requests, administrative needs and internal priorities
- A customer-focused approach to your work, with the ability to collaborate and build relationships with diverse groups of people across the globe
- Desire to use your mechanical aptitude to build understanding of our products and their components

WE OFFER

- Challenging tasks in a successful and innovative company based in the beautiful lake area of Salzkammergut.
- A welcoming working environment in a committed and international team of employees.
- Learning and development opportunities
- Discounts on many outdoor gear brands

For legal reasons, we are obliged to point out the minimum salary for this position according to the collective agreement, which is 1740.- EUR gross per month. However, our attractive salary packages are based on current market salaries and are therefore significantly above the stated minimum salary, depending on your experience and skills.