

**Carhartt is the original US workwear brand that has been creating high quality workwear since 1889 to serve and protect hardworking people. Our products are robust and excel in durability, comfort, functionality, fit and styling. Customers and craftsmen appreciate our products and have often been fan of our legendary American brand for many years. Our products can be used for many (professional, crafts and active outdoor) activities and can be worn during and after work.**

For our Customer Operations team , Carhartt EMEA/PAC is now looking for a new team member:

## **Customer Operations Associate / Distributors**

### **Job Purpose**

The Customer Operations team is the dedicated customer- and sales contact and responsible for the entire order process (order to cash). The team deals with direct customer contacts and responds to their requests by providing product and service information. This includes responding to inquiries as well as investigating and resolving customer issues. Customers are distributors and the relevant internal sales manager/sales support associate.

The Customer Operations Associate collaborates internally with the EMEA/PAC Operations, Finance, Sales, Marketing and Merchandising team members and acts as intermediate between the customers/sales and other departments. The Customer Operations B2B team, led by the Customer Operations Coordinator B2B, is part of the Operations team, reporting to the Operations Manager (MT member).

### **Key duties and responsibilities:**

- Process & manage all sales orders in a correct, timely and cost-efficient manner.
- Manage complete assigned distributors order book by managing contracts and PAL (product allocation) in the system versus forecasts.
- Create and share back-order reports, availability reports and other basic reports for distributors.
- Handle incoming customer inquiries for assigned distributors.
- Work closely with the International Sales Manager to accomplish reaching the monthly turnover as per the orderbook.
- Manage and/or create pick tickets for assigned distributors in the warehouse (external partner).
- Solve logistics issues towards distributors, in cooperation with the EMEA/PAC Logistics team.
- Handle product claims by / via assigned distributors.
- Handle returns as per company procedure.
- Handle credits and rebilling, in cooperation with the Credit Control team.
- Handle additional customer and order related administrative tasks, keep relevant documentation up to date, as well as other tasks as assigned by the Customer Operations Coordinator B2B.
- Develop commercial ideas and actions to discuss with the Customer Operations Coordinator B2B; use suggestive selling while informing distributors during follow-up, in case of back orders, early arrival of products, re-allocation of products etc.
- Give input to the Customer Operations Coordinator B2B and/or Operations Manager regarding (improvement of) processes and (help with drafting) manuals.

**What do you bring to the table?**

- MBO 4 level education, preferably in administrative and/or sales support study.
- Minimally 2-3 years of work experience in a customer service environment. Preferably experience working with distributors.
- Language skills: English at business level plus preferably conversational to proficiency level of another language.
- Demonstrates expertise in customer care, order management, direct customer contact.
- Demonstrates skills in: MS Windows including Excel, SAP and/or other order entry programs such as Elastic.
- Excellent written and oral communication skills (in English), with the proven ability to communicate with all levels including management as well as customers.
- Quick learner with ability to work independently and in a team environment.
- Strong organizational and accuracy skills with demonstrated ability to prioritize workload while keeping attention to detail.
- Working experience in multi-language, multi-cultural business environment is an advantage.
- Living in the greater area of Amsterdam, the Netherlands.

**What do we have to offer?**

Carhartt is a family-owned company for 135 years now and stands for transparency, honesty, authenticity, and respect. The Carhartt EMEA/PAC team currently consists of around 85 associates. We offer a 37-hour week, a hybrid way of working, a strong employee benefits package, 25 leave days per year. We supply you with home office equipment in case you would like to work from home for part of the (hybrid) workweek. Finally, we have a great EMEA team that we would like you to join in our beautiful office in Amsterdam-Oost!

**Employee Benefits:**

Salary range for this role: € 3.375 - € 3.500 gross per month

We offer a performance-based bonus, non-guaranteed, based on (global) company/team/individual annual goals. We start with a 7-month contract, followed by a 1-year contract.

We do not offer sponsorship for this role.

**Application process**

We will (only) contact candidates with a suitable background (see entry requirements) and potential match for this role who live in the greater Amsterdam area. Please apply with your CV (Resume) and motivational letter. The first interview will be online (via Teams), the second interview will take place at our office.

**Interested? We would like to hear from you!**

Please apply via LinkedIn Recruiter.