



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

The Customer Operations team is the dedicated customer and sales contact and is responsible for monitoring the entire order process. The team deals with direct customer contacts and responds to requests by providing product and service information. This includes responding to inquiries as well as investigating and resolving customer issues. Customers are direct business customers, Carhartt sales team members as well as distributors.

The Customer Operations Associate collaborates internally with the EMEA/PAC Operations, Finance, Sales, Marketing and Merchandising team members and acts as an intermediary between customers, sales and other departments.

This role reports to the (Jr.) Customer Operations Manager B2B. The Customer Operations team is led by the (Jr.) Customer Operations Manager B2B, and is a part of the Operations team, reporting to the Operations Manager (MT member).

Duties and responsibilities

- Process all sales orders in a correct, timely and cost-efficient manner: order entry (if needed), order acknowledgement and confirmation, order management (including cancellations) and order maintenance (including unconfirmed order lines & back orders).
- Monitor system allocation of products to orders and/or actively allocates products to orders.
- Monitor the automated pick ticket process and/or creates pick tickets manually.
- Handle returns as per company procedure.
- Solve logistics issues towards customers, in cooperation with the Logistics team.
- Handle incoming customer calls and messages for designated area; effectively respond to all customer enquiries, requests, complaints via phone, chat and/or email. Handle inquiries within the set timeline, using own judgement when answering questions and/or making decisions and/or presenting solutions after consultation with and in agreement with relevant colleagues to ensure customer care quality and order accuracy.
- Develop commercial ideas and actions to discuss with the (Jr.) Customer Operations Manager B2B; use suggestive selling while informing customers during follow-up, in case of back orders, early arrival of products, re-allocation of products, etc.
- Handle incoming inquiries from Carhartt sales teams (Sales Managers, Account Managers, and agents) as well as distributors (importers).
- Handle product claims.

- Handle credits and rebilling.
- Run basic reports and supply customers and distributors with these reports.
- Handle additional customer and order-related administrative tasks, keep relevant documentation up to date, as well as other tasks assigned by the (Jr.) Customer Operations Manager B2B.
- Support the QA (quality assurance) team by testing for system updates and/or new releases if relevant for Customer Operations processes.
- Provide input to the (Jr.) Customer Operations Manager B2B and/or Operations Manager regarding (improvement of) processes and (help with drafting) manuals.

What do you have to offer?

- MBO 4 level education, preferably administrative and/or sales support related.
- Minimum of 2 to 3 years of work experience in a customer service environment.
- Fluent (preferably native) French and Business level English; an additional language (preferably Dutch) is an advantage.
- Expertise in customer care, order handling and direct customer contact.
- Skills in MS Windows, SAP and/or other order entry systems such as Elastic.
- Excellent written and verbal communication skills, with proven ability to communicate with all levels including management as well as customers and 3P partners.
- Quick learner with ability to work in a team environment.
- Strong organizational and accuracy skills with demonstrated ability to prioritize workload while keeping attention to detail.

What do we have to offer?

Carhartt is a family-owned company for over 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!

Please note that we are Carhartt workwear and *not* Carhartt Work in Progress, which is a different company and not part of the original Carhartt brand.

Employee Benefits:

Salary range for this role: € 3.525,= – € 3.800,= gross per month, depending on level of expertise and background. 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.