



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

For our B2B Customer Service team (EMEA office Amsterdam), we are now looking for a new Customer Service associate!

At Carhartt, a Customer Service Associate (CSA) has a variety of tasks and responsibilities and the role is a combination of customer contact ('customer' being our sales teams and distributors as well as direct business customers) and order management tasks. This makes the role challenging and diverse! As a CSA, you respond to requests of customers & sales by providing order, product and service information. This includes responding to inquiries as well as investigating and resolving customer issues. As we are a US company, all general company communication is in English, so you speak the language at business level and any other language skills (German or French) are highly appreciated!

You work with the Sales, Operations, Finance, Marketing and Merchandising teams on a daily basis and you report to the Customer Service Manager.

Some of your tasks and responsibilities are to:

- Process all sales orders in a correct, timely and cost efficient manner (order entry, processing, allocation & fulfillment) and maintain orders including back order handling;
- Handle all incoming customer calls f(via phone and/or email) for your designated area;
- Handle customer inquiries within the set time line, while evaluating questions, using own judgment when answering questions and/or making decisions and/or presenting solutions. If necessary, present these solutions to customer after consultation with and in agreement with relevant colleagues or warehousing team to ensure customer care quality and order accuracy.
- Handle incoming inquiries from Carhartt sales teams (reps & agents) as well as importers with regard to (customer) requests, orders, questions regarding products and shipments.
- Use suggestive selling while informing customers during follow-up, in case of back orders, early arrival of products, re-allocation of products etc.
- Handle additional customer and order related administrative tasks, keep relevant documentation up-to-date, as well as other tasks as assigned by the Customer Service Manager.
- Give input to the Customer Service Manager regarding (improvement of) processes and manuals.

What do you bring to the table?

- Minimally 2 – 3 years of working experience in a related role, preferably in the apparel industry (work wear, fashion, sportswear etc.)
- You have a MBO-4 diploma (administrative/commercial) or equivalent working expertise in a customer service and/or order management environment
- Proven expertise in customer care, order handling and direct customer contact (references available)
- Excellent written and oral communication skills at all professional levels
- Languages: business level English is required; Dutch (level B) is preferable in view of back-up role for CS co-workers and any other language skills (German, French) are highly appreciated.
- Relevant experience with MS Windows tools, ERP systems (we are currently working with Exact Globe but migrating to SAP in August 2022)
- Quick learner with the ability to work in a team environment
- Strong organizational and accuracy skills with demonstrated ability to prioritize workload while keeping attention to detail
- Living in (the direct area of) Amsterdam, the Netherlands

What do we offer?

Working for a great brand with a 130 plus years of history, being part of a great team, informal working atmosphere, good employee benefits (salary & bonus scheme, 37-hour workweek, hybrid working, 25 leave days, company merit & incentive structure, company bike plan, company fitness plan etc.), great office and options to work from home!