

**Carhartt is the original workwear brand from the US 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. 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 Operations team at Carhartt EMEA/PAC, we are now looking for an**

## **D2C Operations Associate**

The D2C Operations Associate handles eCommerce-related second-line customer inquiries (mainly incoming via the third-party D2C customer service team) and is also responsible for all timely and accurate order management activities for eCommerce.

The D2C Operations Associate works closely together with the D2C Operations Coordinator, Operations Manager, Logistics Coordinator, IT, eCommerce manager and other members of the eCommerce team. This role reports into the D2C Operations Coordinator.

Some of your tasks and responsibilities will be:

- Provide second-line customer service support to the third-party CS team in collaboration with internal teams, primarily handling inquiries via email and weekly meetings.
- Monitor & manage customer orders.
- Monitor shipments, investigate, and resolve lost deliveries, coordinating reshipments with the Logistics Coordinator and the third-party CS team.
- Process manually failed settlements for returns, warranty refunds and unprocessed discounts by creating credit notes in the ERP system.
- Monitor & manage daily system alerts and reports on order issues for Carhartt.com. Generate and analyze reports within the ERP system to track order management, returns, and customer service performance.
- Handling financial disputes, using payment portals (PayPal, visa, Klarna).
- Answer reviews coming in on review platforms.
- Review and validate warranty claims related to product defects.
- Responsible for managing the distribution, inventory, and customer support for repair kits.
- Develop and maintain training manuals for the third-party customer service team, ensuring documentation remains current with internal procedure updates.
- Identify process inefficiencies and support continuous improvement initiatives by recommending optimizations.
- Collaborate with internal teams (e.g., IT, eCommerce, and Logistics) to ensure efficient operational workflows and accurate exchange of information.
- Perform additional tasks assigned by the Operations Manager and/or D2C Operations Coordinator.

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

- Minimally MBO 4 Level education (preferable Administrative / Sales support / Logistics).
- Minimally 1-2 years of work experience in Order Management / Sales back office administrative role in preferably a D2C / eCommerce working environment (online marketplace)
- Proficient (Business) level English language (written & oral communication); preferably also proficient in the German and/or other language (French, Dutch).
- Demonstrates expertise in order handling, administrative and organizational skills, accuracy, customer contact.
- Demonstrates skills in: MS Windows tools and ERP systems (SAP preferred)
- Quick learner with ability to work in a team environment and with different stakeholders
- Demonstrated ability to prioritize workload while keeping attention to detail

**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 80 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 workweek. Finally, we have a great EMEA team that you will join in our beautiful office in Amsterdam-Oost!

Salary range € 3.350 – € 3.500

*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.

**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 to [emea-recruitment@carhartt.com](mailto:emea-recruitment@carhartt.com)

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!**