



As the Customer Service Representative, based in Moose Knuckles' European office in Milan, you will be responsible for serving the German market, while accomplishing a high standard of service across wholesale channels.

Some of What You'll Do:

- Provide efficient and effective customer care, ensuring customer satisfaction through a positive and proactive attitude
- Respond to customer requests, including product returns and generating return authorizations, invoicing issues, delivery concerns, resolve internal/external customer inquiries at the time of contact
- Manage end to end process of the sales order cycle life
- Support market activities with order management, including; order upload, discrepancies, order changes, review and maintain orders
- Remain in regular contact with the warehouse regularly to resolve shipment issues and discrepancies, providing the customers with all the relevant information

Some of What You'll Need

- Minimum 3 years' experience in Luxury & Fashion Customer Service / Specialist
- Professional communication skills in English and German
- Comfortable on technologies and learning new ERPs
- Strong Microsoft Office Suite, the ability to do Pivot tables, Vlookups in Excel
- Previous experience of working in a subsidiary of a North American organization an asset

Some of Who You Are:

- Detail-oriented, deadline driven and a team working player
- Flexibility and attitude of thinking out the box
- Hands on attitude