



As the Customer Service Representative, based in Moose Knuckles' European office in Milan, you will be responsible for serving the German market, while liaising with regional sales agents, the credit department and the many others within the organization.

**Some of What You'll Do:**

- Provide efficient and effective daily customer care, ensuring customer satisfaction through a positive and proactive attitude
- Respond to customer requests and complaints, including product returns and generating return authorizations, invoicing issues, delivery concerns, resolve internal/external customer inquiries at the time of contact
- Collect customer profile information, data entry and data maintenance to provide information and other assistance regarding customer credit, collection issues and orders
- 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
- Provide Credit information, regarding accounting situations and statements of account, prepare and send out request for advanced payments, proforma invoices, check of credit notes, etc.
- Support Area Manager and Sales Agents for systems and procedures, visiting the Company's showroom, providing merchandising guidelines and product training, coordinating the collection and remittance of customer sales orders; assist in the presentation of the collection to customers in the Company's showrooms.
- Provide analysis and reports to superiors on all relevant matters.

**Some of What You'll Need:**

- Must belong to the Lists of Protected Categories pursuant to Law 68/99 art. 1
- at least 5 years' experience in a customer service or a similar role, experience in fashion an asset
- Professional German – speaking and writing
- Conversational English
- Microsoft Office Suite, the ability to do Pivot tables, Vlookups in Excel

**Some of Who You Are:**

- Flexible and ready to adjust to competing and shifting priorities
- Team player
- Dynamic and positive
- Loves working with people and passionate about Customer Service
- An interest in fashion and retail an asset