



Black Diamond is all about climbing and skiing. We stand for innovation, passion and professionalism in the development and manufacturing of mountain-, outdoor- and snow sport-products. Our international team is characterized by an open, collegial and active cooperation.

For the European headquarters in Innsbruck we are currently looking for a well-organized and dedicated

BD Employee Christoph
📷 Noah Wallace
Nordkette, Innsbruck

CUSTOMER SERVICE REPRESENTATIVE (F/M/X)

In this role, your main responsibilities not only include the coordination of ordering processes via our growing E-com channel, all-around end-consumer support but you also provide competent warranty assistance to consumers and dealers. Your multiple language skills and product knowledge are a great asset to providing excellent customer support.

YOUR RESPONSIBILITIES

- Handle various consumer requests via phone and email and provide appropriate solutions
- Ensure a proper handling of orders including on-time delivery
- With your product knowledge you can give our customers comprehensive advice
- Identify and assess customers' needs to ensure high service levels and guarantee customer satisfaction
- Process, evaluate, and solve warranty cases in a quality manner based on the Black Diamond guidelines
- Your technical knowledge and skills will enable you to offer a fast repair and maintenance service to customers
- Work closely with our sales and marketing departments as well as other internal teams

YOUR PROFILE

- Ideally you have work experience in the sports/outdoor industry
- You are active, communicative, service-oriented and have a problem-solving personality with a hands-on mentality
- You are a reliable team player with a high level of organizational skills and attention to detail
- You have comprehensive product knowledge in climbing and skiing and the ability to make small product repairs
- You speak fluent English and German, French is a plus
- You are a climbing, skiing and outdoor enthusiast

The position is open for both experienced customer service professionals as well as newcomers with commercial know-how.

In Austria, we are required to declare the annual legal minimum salary of € 28.000,00. Depending on your qualifications and experience, an overpayment is foreseen.

Taylor Lemon

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