



Triumph is one of the world's largest intimate apparel companies. It enjoys a presence in over 120 countries with the core brands Triumph® and sloggi®. Globally, the company serves 40,000 wholesale customers and sells its products in 3,600 controlled points of sale as well as via several own online shops. The Triumph Group is a member of the Business Social Compliance Initiative (BSCI).

Learn more about Triumph on:

www.triumph.com

www.linkedin.com/company/triumph-international/

Our Customer Service and Order Management department in Warsaw (Poland) is looking immediately for a highly motivated

Czech or Slovak speaking Customer Service Operator (f/m)

(100 %)

The purpose of this role is to deliver first class customer service to our field accounts and to support field sales team based in the Czech Republic and Slovakia. You will be part of a dedicated Customer Service team characterized by dedication, professionalism and great teamwork.

Roles & Responsibilities:

- Perform excellent & proactive order-management to the field accounts and supporting your field sales team mainly in the Czech Republic and Slovakia
- Ensure a clean order-book which is managed pro-actively
- Reporting of allocation/delivery status of existing orders
- Track and maintain your orders using a standard reporting from SAP-BW
- Managing customers' orders via recording, modifying, rejecting and allocating
- Ensuring high-quality customer service via phone
- Reporting of allocation and delivery status of existing orders
- Managing claims, complaints, and returns processes according to existing policies
- Manage sales invoice, credit notes, credit memos creation and shipment in an agreed way

Your ideal profile:

- At least 1 year of experience in customer service(retail or fashion area will be an advantage)
- Proficiency in Czech and/or Slovak



- Very good level of Polish skills
- At least basic English skills
- Strong phone contact handling skills and active listening
- Excellent organizational skills with the ability to build a relationship with clients and deliver a high level of customer care
- Excellent communication, multi-tasking and time management skills
- Knowledge of online communication tools is highly appreciated (ex: MS teams)
- MS Office skills
- SAP knowledge is an advantage (training will be provided)

Selected candidate will be invited for on-boarding training to the office (Wilanów).You will be working remotely and your presence in the office will be requested at minimum level until further notice (COVID-19 impact).

We offer an opportunity in a fast paced organization which gives those looking for a challenge the possibility to grow with the company and shape the future.

We are a family owned company with strong values, operating at a global level with key markets in Germany, Japan and China - where our iconic brands, Sloggi and Triumph, continue to delight our consumers.

Triumph Group is committed to employing a diverse workforce. Qualified applicants will receive consideration without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, gender expression, veteran status, or disability.

If you are seeking a great opportunity to develop your career, please send us your application letter and CV in English, diplomas and expected salary range by clicking on Apply.