

CUSTOMER SERVICES MANAGER

AMSTERDAM

Term: Permanent

Department: E-commerce

Location: Amsterdam

Hours of work: 9am-5pm

Application closing date: TBC

Language requirements: English and Dutch spoken and written

The Role


90/24 Media builds amazing e-commerce platforms for world famous Football players, as well as other influencers and athletes. As our customer service manager, you will be making sure that our e-commerce customers (consumers buying on our athletes' e-commerce platforms) are being serviced in the best possible way and always informed. You will be the first point of contact for customer enquiries, ensure all open items are closed on time and fully confirmed. Additionally, you will be supporting the 90/24 team in office management/administrative tasks.

You will be responsible for

- Handling all incoming customer requests and enquiries
- Solving issues for our customers in a timely manner and communicate to the customer
- Liaise with suppliers of products we are selling and with fulfilment partners for the shipments to consumers
- Support the e-commerce team in their operations
- Support the e-commerce team to manage the e-commerce websites and social media channels
- Assist with the operations and administration of the Amsterdam offices of 90/24 Media
- Organize and maintain contracts from clients and suppliers

Requirements: Do you have the following experience?

You must have

- Proven customer service experience
 - Experience in working with Customer Care and/or CRM tools
 - Proficiency in Microsoft Office and other basic computer tools
 - High level of both English and Dutch (speaking and writing)
 - Four-year college degree preferred, but not required
 - Exceptional organizational skills and multitasking abilities
- 

A bonus would be

- Administrative experience
- E-commerce experience
- Zendesk experience

Critical competencies you will have are

- Ability to cope with a challenging and changing environment.
- Passion for working in a dynamic and spirited environment.
- Able to cope with the different responsibilities.
- High integrity, flexible, dependable, responsible, and empathetic.
- Accurate, precise, responsible and an eye for detail.
- Enjoy being part of an international team (5+ nationalities).

What we offer to you

- A beautiful working space based in the town center of Amsterdam overlooking the canals and close to all the Amsterdam hotspots
- Work with world class sport talents and influencers
- Flexible working hours divided between the Amsterdam office and your home
- Catered lunch when in the office
- Travel abroad
- Frequent company and team outings
- Competitive Salary & Bonus Structure
- MacBook Laptop
- Mobile phone allowance
- Travel allowance

To apply send your CV and cover letter to career@9024media.com with the subject field: 'Customer Service Manager application'

To find out more about us visit: www.9024media.com

