

Junior Customer Care Manager - International (f/m)

About Us:

keller-sports.com is an online reseller for Europe specialized in sport articles. The company was founded in 2005 in Munich by the brothers Moritz and Jakob Keller (22 and 18 at the time). Keller Sports has become one of the major e-commerce players in Europe thanks to a solid business model, innovative ideas and a constant and significant development. At this time, Keller Sports offers a unique online shopping experience to customers in 26 countries through four different shops (keller-sports.de, keller-sports.es, keller-sports.fr and keller-sports.com). Keller Sports has become an online expert by focusing exclusively on retailing sporting goods.

From the start, by applying their new ideas and consistently using the internet sales channel, keller-sports.com grew quickly and became a successful business. It has been awarded many distinctions and prizes for its achievements.

But what really makes us grow daily at Keller Sports is our constant and devoted work towards innovation. Google's interest in our company is a proof: they have chosen our company as a reference for being one of the first in Germany to embrace their "Google Apps" offer:

⇒ <http://www.google.com/apps/intl/de/customers/index.html>.

For more information about our company, our team and our vision, we invite you to learn more here:

⇒ http://www.keller-sports.com/en_en/en_content/about-us-9/

We now offer you the chance to become an important part of our success and to join our dynamic, young and international team.

Who are we looking for:

Within the Customer Care department, we are seeking for a dedicated and determined person, which is constantly focusing on better service, in order to make our clients' shopping experience unique.

Your are communicative and take pleasure in being around people?

You are known for being organised and you want to work in the e-commerce or sport's sector?

Your tactful talent adapts to any client, you learn quickly and you are motivated about having your work contribute to the success of the company?

If you answered "yes" to every question, you are the perfect fit to join our dynamic team!

What we offer you:

...the possibility to take on challenging projects with much independence, in a young, international and very motivated team; We strive to create an open, enjoyable company culture with the main objective of your personal development.

Starting: Now

Duration: 6 months (Full time, duration flexible)

Compensation: 400 euros/ month

Where: Munich

Your tasks:

- Client support and advice to our English speaking clients through phone, email and chat
- Professional and effective answers to our clients about: "Product lines", "ordering process", "Delivery process", "payment methods" and "after service problems"
- Manage and follow up different projects for the "Marketing", "Product Management" and "Finance" departments.

Requirements:Technical skills:

- English is your native language
- Other foreign language is a plus
- Good knowledge of the Pack MS Office

Human skills:

- Interest for sports
- Highly motivated, craving for novelty
- Internet affinity
- Team player
- You are organised and communicative
- You are reliable, serious and work with autonomy
- You are responsible and flexible
- You are meticulous, you take initiatives and react well under stress
- You are available and ready to spend time at your job

Contact:

We are looking forward to receiving your relevant résumé and cover letter.

Please send it to us via E-Mail to: jobs@keller-sports.com

or via regular mail to:

Keller Sports GmbH
Human Resources Department
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We are always available if you have more questions about our job offers.