



Schedule: full-time
Location: Zagreb, Croatia

OVERVIEW

We are seeking a highly enthusiastic Customer Service Associate for our luxury watch boutique located in centre of Zagreb.

The candidate will be in charge of telephone and written communication with clients and will manage CRM. As the customer service associate is often the very first point of contact, it is important to treat and cherish every single inquiry with care and attention and to drive engagement and build trusty relationship. The ideal candidate will act as a brand ambassador, spreading the values and the philosophy of our brands, with the end result of building long-term client relationships.

KEY RESPONSIBILITIES

- Handling customer queries via telephone, email and social media quickly, with a professional, knowledgeable and sensitive manner in order to build trust and convert into sales.
- Establish a rapport with the client, servicing their requirements and go 'above and beyond' to deliver outstanding customer service and establish repeat business.
- Building and fostering a client database.
- Working closely with Sales, After-Sales and Marketing Teams.
- Be aware of, and knowledgeable about, new brands, products, launches, events and relevant company and industry news to update clients where appropriate.
- You must be a motivated team member, communicating with, and supporting, your colleagues and striving to give exemplary customer service.
- Maintaining knowledge and adhering to the company's guidelines, standards and policies.

PROFIL

- 1+ years professional working experience in customer service; previous experience in luxury watch, jewellery, hotel, fashion industry etc. is a plus, but not a must
- High level of Croatian and English proficiency; German, French, Italian and/or Chinese are a plus
- Excellent Communication Skills; Transfers information effectively both verbally and in writing.
- Knows how to listen carefully and question appropriately in order to confirm understanding.
- Excellent knowledge of MS Office and Outlook
- The ability to type quickly and accurately would be preferred.
- 'End to End' attention to detail essential; From initial customer contact to follow-up communications, customer satisfaction is key
- Respecting deadlines and agreements
- Strong interpersonal skills
- Confident and polite with a friendly, positive 'can-do' attitude
- Excellent Planning and Organisational Skills
- Willingness to learn and improve
- A genuine interest or passion for fine watches or luxury industry in general
- Ability to work independently and as part of a team
- Ability to work under pressure
- Works in a way that is in accordance with the company compliance requirements and strives for the highest quality standards.

Applications are open until September 8th, 2018.

You can apply directly via LinkedIn or send us your CV with photo to mamic@mamic.com.hr .