



Triumph is one of the world's largest intimate apparel companies. It enjoys a presence in over 80 countries with the core brands Triumph® and sloggi®. Globally, the company serves 20,000 wholesale customers and sells its products in more than 2,300 controlled points of sale as well as via several own online shops. The Triumph Group is a member of the amfori Business Social Compliance Initiative (amfori BSCI).

Learn more about Triumph on:

[www.triumph.com](http://www.triumph.com)

[www.facebook.com/ Triumph /](https://www.facebook.com/Triumph/)

[www.instagram.com/ Triumph /](https://www.instagram.com/Triumph/)

[www.linkedin.com/company/ triumph-international/](https://www.linkedin.com/company/triumph-international/)

Our Customer Interaction Department in Poland - Warsaw, is looking for a

## **Customer Success Specialist, Customer Interaction (f/m/d) (100 %)**

This is a fantastic opportunity to join one of the world's largest intimate apparel companies! You will work in an international and dynamic work environment!

### **Your Responsibilities:**

- Fulfilling all in- and outbound communication channels and drive pro-active customer-oriented Contact Center according to set KPIs, including the according reflection in the CRM system; this might include Customer Order taking as well as Customer Complaint Management
- Act as the Voice of our Customers, translating his/her impulse into excellent Customer Experience through all touch points in a relevant time span
- Act as the Voice of our Consumers, translating his/her impulse into excellent Customer Experience through all touch points (valid for the market Germany)
- Perform best in class end2end returns management, starting from return request management and finish with sending agreed documents to customer including an active internal cooperation with warehouse
- Performing the intake and maintenance of Customer Orders via the Contact Center Team
- Performing the business needed Credit/Debit Memo creation on time and in the correct way including sharing of documents with Business Partners and confirm completion to the requestor

- Maintain Customer Information Management

#### Your ideal profile:

- At least 1 year of experience in Customer Service a/o Contact Center Area
- Fluency in Swedish, English and Polish is mandatory
- SAP and Salesforce knowledge would be a plus
- Very good communication, collaboration, and problem-solving skills

#### We offer:

You will never walk alone

*As a family owned business with more than 135 years of experience, Triumph embraces diversity throughout our global organization. Currently, our offices are present in over 40 countries across Europe and Asia having many international teams collaborate together every day. Guiding our corporate behaviors are **respect** and **value** for our employees, but also Collaboration as one of our key Corporate Competencies, being a core part of our every day working environment.*

Make a Difference, together

*The future belongs to our children. At Triumph, we want to be proud of our commitment to building a sustainable society and protecting the environment, and we work everyday to ensure our products are manufactured in an sustainable way. This is our vision: We want to be a company that is characterized by responsible leadership and consideration for future generations and that cares for the legacy that we leave behind to our children.*

Putting People at the center

*At Triumph we are committed to our employees, they represent the foundation for our success. This means that as a company, we are driven to offer great career opportunities in a dynamic fast-paced organization. Our HR function across the globe strives to support our employees in their development, through our Triumph Learning Academy*

We continuously strive to recruit new talent, offering them one of the textile industry's most international working environments, excellent conditions and great development opportunities in a company still owned and managed by the founding families. Our headquarters employs people from more than 30 nationalities and as a European company, we are present in many key markets in Europe, like Germany, Italy, France and growing in Eastern Europe. We are proud to have become one of the leading players in Asia very early on, in countries like Japan, China and Singapore, as well as being an employer that people aspire to work for. As a company serving women, we fundamentally believe in gender equality and diversity. Women make up more than 50% of our company's workforce. In the last years, we have had a specific and successful drive to increase the number of women in management.

Triumph is committed to employing a diverse workforce. Qualified applicants will receive consideration without regard to race, colour, 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 CV in English by clicking on Apply.