



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 4,050 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 Department in Swindon (the United Kingdom) is looking immediately for a highly motivated

Customer Service Operator (f/m) (working 100 %)

(Possible Homeworking - subject to business requirements)

The purpose of the role is to support customer service and field sales team.

Roles & Responsibilities:

- Ensuring excellent customer service via phone calls, emails as well as managing orders and accounts related activities
- Dealing with CRM and answering customers on their inquiries via Salesforce
- Promoting Triumph's B2B solutions and supporting customers using the B2B portal
- Performing excellent & pro-active order-management with sales field team
- Tracking and maintaining the orders using a standard reporting from SAP-BW
- Resolving credit issues, returns, minimizing back orders and managing the remaining to zero through liaising with the counterparts within Finance and Sales
- Ensuring policies & procedures such as e.g. cancellations, returns, complaints handling are in place and followed up by all relevant key stakeholders
- Identifying and solving account issues related to product, orders and deliveries
- Maintaining SAP customer master data for wholesale field customer and certain KA customers

Your ideal profile:

- First experience in customer service area, gained in back office or retail store



- Experience with CRM system (preferable Salesforce) - nice to have
- SAP knowledge - a strong asset
- Fluent English - must have
- Advanced Ms Office skills (Excel)
- Excellent communication skills (written and verbal)
- Can do attitude, enthusiastic, proactive, team player

What You can expect:

- Full time, permanent contract
- Discounts for own products
- Pension scheme
- Employee Assistance programme
- 26 holidays on top of bank holidays
- Great team spirit, we like to recognize and reward people's contribution
- We like to celebrate employee's birthdays, special life events
- Christmas gifts
- Increased holidays with length of service

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.