



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

www.facebook.com/Triumph/

www.instagram.com/Triumph/

www.linkedin.com/company/triumph-international/

Our Customer Success Operations Department for our office in Segrate (Mi) is looking for a

Customer Service Specialist with German (m/f/d) (100%)

You will join the Business Operations Analyst & Consignment team, an international crew aimed to support operations for retail shops, outlets and partners in the European area.

Your Responsibilities:

- Ensure that operational day by day activities (orders/ deliveries/ invoices) run as expected, monitoring processes in SAP and other tools.
- Use data analytics to assess and improve processes, in order to promote harmonization and best practices sharing across Europe
- Be the main contact for shops/customers and internal stakeholders within the own area of responsibility
- Support and drive testing to implement new project/functionalities
- Area of responsibility: Europe with focus on German region

Your ideal profile :

- At least 2-year experience in Customer Service in an international environment or structured company
- Analytical skills and experience working with huge data, analysing figures, and producing reports
- Excellent communication and organizational skills
- Team player

- Efficient in Microsoft Office applications (Good excel knowledge is a must)
- SAP skills are an advantage (upskilling training will be provided)
- Salesforce (nice to have) - (upskilling training will be provided)
- Advanced communication skills in English and German'

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, from Norway to Morocco and Australia, having many international teams collaborate together every day. Guiding our corporate behaviours 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 every day to ensure our products are manufactured in a 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 centre

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.