



Hermès combines past, present and future in its application of traditional craftsmanship, combined with the finest materials, to create innovative and beautiful products. Today, the Hermès name appears on sixteen product families.

For our European e-commerce store in Paris we are looking for a motivated, dynamic and trilingual (German, English and French)

Customer Service Advisor (m/f)

In a sales team of 7 members, you will ensure online sales by managing a high-quality relationship with the customer, both in writing and on the phone. The e-commerce store is online in 18 European countries. In a multilingual and multi-tasking environment, you are an ambassador of Hermès and your goal is to develop customer loyalty.

Your responsibilities

Sales management

- Receive, identify and manage clients' requests, both oral and written
- Advise and manage online sales
- Validate orders within the already established procedures
- Follow the orders and improve their handling

Customer Support

- Ensure an excellent client relationship for the full scope of the 18 countries (via phone and email)
- Reply to all customer inquiries for information, oral and written
- Supply the customer with all information concerning product, stores, events etc.
- Communicate and implement the procedures within the service approach: purchases, returns, exchanges, post-sales service etc.
- Listen to the client complaints and manage disputes
- Take part to commercial actions: events, communication actions etc.

Your profile

- You have a background and degree in Hospitality, Business or Communication
- You have experience in customer support within a high-end environment
- You have highly proficient German, English and French skills
- Empathetic and nice, you are able to offer a high-quality customer speech and a customer relationship of excellence in writing and on the phone
- You are assertive and demonstrate strong analytical skills, you can handle stress and you have the ability to prioritize
- You have strong working knowledge of the MS Office

Our offer

- An excellent company culture
- International customers
- A motivated team of co-workers from different nationalities
- A broad range of training and development as well as interesting career opportunities

Join our team. We are looking forward to receiving your application via our [career page](#).