

Customer Service E-commerce & Reception Assistant

Ref.197199 - 18/07/2025 - Província Girona

Descripció de l'oferta

Customer Service E-commerce & Reception Assistant

Funcions i requisits de la vacant

Customer Service eCommerce

Monitor sales through our logistics system.

Respond quickly and professionally to customer inquiries via email, social networks or other channels.

Resolve incidents related to orders, shipments, returns or product information...

Coordinate with logistics operators and internal teams to ensure efficient delivery.

Assist in the preparation of sales reports, order summaries and customer account analysis.

Collect and transmit customer feedback to improve service and detect recurring issues.

Assist in uploading and updating products (descriptions, prices, images).

Support promotional campaigns, newsletters and launches.

Support web performance analysis through basic KPIs.

Masterdata management and control

Marketing department assistance

Social media tasks in social networks

Management and logistical support in main collections

Influencer marketing management support

Briefing management support

Presentation of looks made in shootings

Management of translation of various documents

Reception

Greet visitors and provide a positive welcoming experience in the office.

Receive and distribute mail and packages.

Collaborate with marketing teams for timely mailings.

Provide general administrative support to various departments as needed.

Management and control of sample sets.

PROFILE & SKILLS

- Previous experience (1-2 years) in a sales, sales support or logistics position (preferably in fashion or lifestyle brands).
- Strong organizational skills with attention to detail.
- Excellent communication skills and customer orientation.
- Good communication skills in English; French is a plus.
- Ability to manage multiple priorities in a dynamic environment.
- Proficient in Microsoft Office (Excel, Word, PowerPoint); experience with SAP and Shopify systems is a plus.
- Proactive person with teamwork and problem-solving skills.
- Knowledge of social networks.
- Passion for fashion and interest in the brand universe.

Condicions que ofereix l'empresa

- Jornada: Jornada completa
- Horari: Intensive
- Perspectiva de la feina: Stable job
- Previsió d'incorporació: Immediat

Estudis

- És imprescindible
 - Cicles Formatius de Grau Superior amb titulació Comerç i Màrqueting
 - FP II amb titulació Administratiu i Comercial
 - Cicles Formatius de Grau Superior amb titulació Administració
 - Cicles Formatius de Grau Mitjà amb titulació Administració

Idiomes

- Català - B2 - Avançat (Imprescindible)
- Castellà - B2 - Avançat (Imprescindible)
- Anglès - C2 - Expert (Imprescindible)
- Francès - C2 - Expert (Valorable)

Coneixements necessaris

- Excel
- Office
- Xarxes Socials

Professions de la feina

- Administratiu/va d'atenció al client
- Assistant Customer Service
- Customer service

Experiència laboral

- És imprescindible
 - Previous experience (1-2 years) in a sales, sales support or logistics position (preferably in fashion or lifestyle brands).
 - Nivell d'experiència: Tècnic / Especialista
 - Anys d'experiència: 2 anys

Empresa

Sector: Indústria tèxtil / fusta / suro / paper / plàstic i altres manufactures

Descripció: Marca innovadora de moda infantil, investigando y desarrollando la creatividad en ropa, accesorios y otros productos.