

JOB DESCRIPTION

The Swiss Luxury Watchmaking company, Gerald Charles, is re-launching (start-up) and is hiring an ambitious professional for a back-office role, to join an international team of entrepreneurs, with the opportunity to grow with the company. The Main role regards back-office work with a limited exposure to front-office. Main tasks regard the dealing with: orders, deliveries, stock monitoring, B2B, B2C and customer service, emails, telephone calls and paper-work. Assisting directly the Executive office of the company. An in-depth training is provided as introduction to the luxury watchmaking industry.

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The day-to-day work will cover 3 main tasks:

- **Processing of orders** from the e-commerce digital platform and from partner retailers in Europe: monitoring the e-commerce activity; producing daily reports on sales and orders; processing orders and stock online and offline; issuing and recording invoices; liaising directly with the executive office; dealing with end-customers, warehouse workers, partner retailers and suppliers.
- **Import-Export, shipping and VAT duties:** Using Carnet ATA, enforcing temporary import and export of goods within Europe and internationally, arranging deliveries, arranging pick-up of watches from warehouse, liaising with border force and courier, updating the accounts and producing reports.
- **Customer service**, after sales service and customer relationship management: responding to customers enquiries face to face and at the phone; responding to emails from partners, suppliers and customers; giving instructions to watchmakers for watch repairs.

REQUIREMENTS:

- Bilingual knowledge of Italian and English both written and oral, advanced proficiency in French both written and oral. Any other language is a great plus.
- Diploma di “Laurea Triennale” or a Professional Qualification is required.
- A minimum of 2 years of work experience is required.
- Experience in the industry of either luxury watches, e-commerce, fashion or jewelry
- Precision, organization and patience with customer service, import-export, VAT reconciliation and logistics.
- Willingness to learn about luxury watches and e-commerce.
- Precision in producing reports on business operations.
- Ability to collaborate and work in an international team, physically and virtually (phone, email, Skype)
- Strong communication skills and self confidence in Italian and English (French is a plus)
- Respecting deadlines and working under time pressure

- START-DATE: IMMEDIATELY, end of September or beginning of October 2019.

- CONTRACT: FULL TIME

- GROSS YEARLY SALARY: 30'000 to 35'000 CHF based on the candidate's experience; plus annual BONUS up to 15'000CHF and BENEFITS package.

- WORKING HOURS: from Monday to Friday

- WORK LOCATION: Novazzano and Lugano, Ticino, Switzerland
- CONTRACT: FULL TIME