

nok UG (haftungsbeschränkt)



nok enables brands to sustainably offer instant home tryouts to consumers at scale. Home tryouts include instant delivery, no money down, an option to buy, and return pickup. We have created the world's fastest city-level circular supply chain, able to distribute 100 product units to 1,400 homes/offices in only 2 months, allowing 4,500+ potential customers to try the products hands-on in their own homes. The resulting word-of-mouth reputation affects thousands of people, leading to higher and quicker sales across all channels. We have turned the reverse logistics supply chain into a marketing machine. One that gives equipped brands a competitive advantage. A third of all items bought online are being returned because consumers want to try products like they own them before committing long-term. nok is the first company to sustainably leverage this behavior. We are currently active in Europe and the United States. As we grow, we're constantly looking for top talent to complement and support our highly motivated team in Berlin!

Working Student (m/f/x) - Operations

City: Berlin; Starting Date: At the earliest possible; Remuneration: 10-12 €/hour

Task

YOUR RESPONSIBILITIES:

As a working student in our operations team, your ultimate goal is to ensure the highest level of user satisfaction while maintaining high operational efficiencies. You will be responsible for managing the areas and processes around logistics, payments, inventory and risk management while providing a top-level customer experience. Some more specific tasks:

- * Lead the order management process, ensuring the timely product delivery and high service quality
- * Ensure the try-out products are in perfect condition before they're delivered to users
- * Carefully monitor the Business Intelligence KPIs and ensure operations run smoothly on sourcing, deliveries, maintenance and sales
- * Map and systematically find ways to improve our processes and simplify operations without compromising customer experience and service quality
- * Deal with any cases of fraud, damages or theft and take care of the insurance proceedings
- * Take care of administrative tasks such as office management and basic preparations for accounting purposes

Qualifications

YOUR PROFILE:

- * You are fluent in English and ideally in German
- * You have a valid driver's license
- * You have relevant experience in a customer service and/or operational role
- * You're passionate about tech and often the go-to-person for others running into technical difficulties with their products
- * You're process- and detail-oriented and find creative ways to overcome problems
- * You're proactive and fully believe in learning by doing to confront new challenges and grow as a person
- * You appreciate an independent but highly collaborative way of working with a lot of responsibility

from day one

What We Offer

- * Responsibilities and making your own decisions from day 1
- * A small team of highly skilled young individuals
- * An office location right in the heart of Berlin
- * Endless coffee supply

Application

Please send your CV and cover letter to: **beate@nokbrands.com**

More information at <https://stellenticket.de/64646/TUB/>

Offer visible until 29/06/19

