OEKO-TEX® is a scheme owner in the field of textiles and leather with headquarters in Zurich, Switzerland. Based on its broad expertise, OEKO-TEX® offers various certifications for textiles, clothing, leather goods, chemicals and sustainable production conditions. OEKO-TEX® certifications and labels enjoy a high reputation worldwide among partners in the industry and consumers.

To complement and support our IT team at our head office in Zurich, we are looking for a committed, flexible and effective Digital Product Support Specialist (80-100%).

Digital Product Support Specialist (80-100% - f/m/d)

We offer you a dynamic role with the opportunity to make a real impact, contribute your ideas, and help shape the future of sustainability standards in a global context.

Your area of responsibility:

- Experience working in a support environment for a digital product, 1st and 2nd line
- Ownership mentality of customer issues through resolution
- Excellent communication skills, able to translate complex concepts into concise explanations and summarize customer issues to technical and non-technical audiences
- Strong problem-solving skills, able to diagnose issues quickly, identify root causes and find practical solutions
- Empathy, adaptability and resourcefulness in providing support

Your profile:

- Experience in the textile industry is a plus
- Ability to administer a customer support tool like Zendesk, and train/support colleagues with it
- Capability to create custom templates, build automatizations, and optimize support processes
- Capability to create detailed, easy to understand support and training content
- Professional working proficiency in German to support German-speaking customers

What we can offer:

OEKO-TEX® offers you a responsible, versatile and attractive job in an international environment. The excellent brand name, forward-looking products and a motivated team will flank your activities.

- A responsible and impactful role in an international environment
- The opportunity to shape and develop globally recognized sustainability standards
- A dynamic, purpose-driven team with a strong commitment to sustainability
- Flexible working conditions
- A central location in Zurich with excellent public transport connections

If you find yourself in this job description, we look forward to receiving your meaningful and complete application documents to recruiting@oekotex.com.
Job placements will not be considered for this position!

OEKO-TEX AG, Gutenbergstrasse 1, 8002 Zurich, Switzerland