

Customer Support Manager – Aftersales (m/f/d)

German speaker

Berlin, full-time

We are Reform, an internationally acclaimed kitchen company. We work across architecture, design and interior with the aim of offering bold, accessible and adaptable kitchens.

You can find our showrooms in New York, Copenhagen, Aarhus, Cologne, Hamburg, Munich and Berlin. And we are looking for you to support our team in the vibrant capital of Berlin!

Your role

- As Aftersales Manager, you support our customers after their purchase of a Reform product.
- You are responsible for coordinating with our production team and local carriers.
- You handle customer complaints and extra sales.
- You are responsible for quality monitoring and follow-ups with customers.
- You ensure that all processes in your department run smoothly and in a timely manner.

Your profile

- Native or business-level German and English is a must.
- Previous work experience in customer support is a plus.
- A professional background in design, architecture, logistics, business or communication sciences is a plus.
- Strong communication skills
- Highly customer- and service-oriented
- You are a people person: empathetic, polite and proactive.
- You are reliable, diligent and have a good eye for detail.
- You have a passion for good design and architecture.

What we offer

- A friendly, open-minded and highly motivated international team
- The opportunity to work flexibly and independently
- A centrally located office in Berlin-Mitte
- Benefits like gym membership or discounts on Reform products
- An engaging work environment in which sharing your ideas and your particular talent is encouraged

Please send your CV and cover letter to jobs@reformcph.de and make sure to include your salary expectations as well as the earliest possible start date. We look forward to meeting you!