Retail Account Manager with French language skills – Job Description

Application link: https://www.amazon.jobs/en/jobs/377312

The Amazon Retail Account Management team works to help Vendors be successful on Amazon, removing blockers where necessary in order to deliver the best possible customer experience and ensure people can find and discover anything they want to buy online. To support its growth, Amazon's Bratislava team is looking for an experienced Retail Account Manager. In this role, you will contribute to Amazon's mission to deliver timely, accurate and professional service to all vendors and ensure that high quality standards are guaranteed while maintaining high Service Levels on e-mail and phone.

About the role

As Retail Account Manager, you will be the voice of vendor and be responsible for effectively managing escalations of complex problems from Vendors and identifies, evaluates, reports technical and/or operational problems and manages time and workflow independently and effectively. You will work closely with management and business owners to improve efficiency and accuracy of our processes. This position requires phone and e-mail communication with different departments within Amazon, vendors and employees, utilizing a wide variety of software tools to navigate vendor accounts, research and review policies and communicate effective solutions. The department is multilingual supporting languages in French, German, Spanish, Italian and English.

About you

We are looking for leaders who have:

- Fluent level of English English **and** advanced level of French (B2 minimum)
- Ability to effectively and efficiently complete difficult goals or assignments
- Strong interpersonal and communication skills
- Ability to engage with various stakeholders and be impactful even in difficult situations
- Actively seeks solutions through logical reasoning and data interpretation skill
- Ability to make administrative and procedural decisions
- Data oriented approach with an ability to identify trends and improvement suggestions and communicate them through the appropriate channel
- Excellent time-management skills and the ability to work independently while using departmental resources, policies and procedures efficiently
- Confident in using Microsoft Package (especially Excel)
- Proven ability to work effectively to tight deadlines in a fast-paced environment

Work Hard. Have Fun. Make History.

About us

We've been online since 1995 and in that time we've grown pretty quickly. We're not the kind of company that's happy to sit back and take it all for granted, which is why we always treat every day like the first day. A day to bring in fresh ideas. A day to challenge convention. A day to make more good things happen for our customers. It's that kind of entrepreneurial spirit that will drive our success now, and reinforce our reputation for great service for years to come. You could be part of it. It's as simple as this: Work hard. Have fun. Make history.

Find out more about Amazon on http://www.amazon.jobs/

How 'Amazon Peculiar' are you? Find out here!

Employer of choice

Amazon is an equal opportunities employer. We believe passionately that employing a diverse workforce is central to our success. We make recruiting decisions based on your experience and skills. We value your passion to discover, invent, simplify and build. We welcome applications from all members of society irrespective of age, sex, disability, sexual orientation, race, religion or belief.

Work Hard. Have Fun. Make History.