



EMPLOYEE IN THE SERVICE CENTER (F/M/X)

Blum manufactures flap systems, hinges, pull-out systems, and pocket systems for furniture, which are delivered and marketed in over 120 markets worldwide. Did you know that our Service Center team establishes a connection between different specialized departments? It provides quick and easy support for all employees when problems or questions arise from various business areas.

YOU

- ... are the central point of contact for various internal business cases - organizational talent, reliability, and accuracy are second nature of yours
- ... record requests, wishes, and disturbances with a modern ticketing system
- ... are well-connected and take care of swift, accurate, and conclusive processing of cases
- ... forward complex disturbances and problems to the responsible subject matter experts and monitor the progress of the resolution from the beginning to the end
- ... write articles for the knowledge database, instructions, and checklists

WE

- ... are looking for resilient, friendly, and flexible individuals who are proficient in Office 365 and have an interest in IT topics
- ... seek an engaged and communicative personality who enjoys working with people and inspires with outstanding helpfulness
- ... competently support and advise our users – you have already gained experience in a helpdesk, service desk, reception, or a similar position
- ... provide care and support from our headquarters in Vorarlberg to our worldwide subsidiaries – for this, you bring excellent German and English language skills
- ... continuously develop our application and process landscape – quick comprehension, structured approach, and the willingness to constantly evolve are natural for you

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Legally mandatory notice: The actual salary is above the metal industry collective agreement (Metaller-KV) and is based on

professional qualifications and experience as well as the Vorarlberg labor market.