



H. Moser & Cie.
VERY RARE

Job Posting

H. Moser & Cie. is a leading independent Swiss watch manufacturer, employing 100 people and producing high-end watches combining innovative functionality with minimalist and edgy design. Based in Schaffhausen, the almost 200-year-old brand benefits from a unique creative and entrepreneurial spirit and from fully integrated manufacturing facilities.

The independence, the passion and the entrepreneurial spirits of its organisation has established H. Moser & Cie. as a leader of independent watchmaking with uncompromising creations and unconventional communication. As the world is in continuously changing, challenge yourself, join a 200-year-old “start-up” and shape the brand’s future working with a young and dynamic team.

To strengthen our sales team, we are looking for a passionate

Customer Relationship Advisor, 100% m/f/d

In this role, you will be responsible for delivering exceptional customer service, building relationships with clients, and ensuring the best experience for our clients.

You will act as the primary point of contact for clients throughout their customer experience journey, providing expert guidance and watch recommendations.

Your primary tasks

- Respond to customer enquiries via email, phone, and other digital channels in a timely and professional manner.
- Provide personalised offers based on client preferences.
- Assist with order placement, ensuring a smooth and seamless experience.
- Build and maintain strong, long-term relationships with clients, enhancing their experience and increasing loyalty towards the brand.
- Organise, welcome and conduct factory visits for clients
- Organise regular client events and participate in sales activities at major trade shows
- Maintain accurate records of client interactions, orders, and feedback in Sales Force.
- Provide monthly statistics and regular analytical reports

Your profile

- Minimum 5 years of experience in the luxury watch industry, preferably in a customer facing role
- Customer-focused with a strong passion for watches, technical affinity and proven sales expertise.
- Highly independent, organised, and flexible team player, with strong prioritisation skills.
- Comprehensive knowledge of Salesforce or similar CRM platforms and ERP systems
- Excellent spoken and written communication- and presentation skills in German and English, proficiency in French is a plus.

We offer:

- Large variety of projects in an exciting environment with unique products
- A growing and dynamic team
- Flat hierarchies with an uncomplicated and positive working atmosphere

If you are interested in this exciting opportunity, please send your application to jobs@h-moser.com