



European Customer Services Executive – German Speaking

The Endura brand, established in 1993, has been synonymous with inventive, bulletproof kit that relishes the stresses that any kind of biking subjects it to. From Mountain to Road, Urban Commute to Triathlon they are #AllTribesOneClan, with a philosophy of Renegade Progress which defies convention and embraces the radical to create game-changing products.

From the first protos made on a kitchen table in Edinburgh, Endura has evolved into an admired global brand with a rack of game-changing and award-winning products. Endura supports an impressive roster of world class athletes including disruptor in chief Graeme Obree, trials sensation Danny MacAskill, and downhill siblings the Athertons.

The role: The Customer Service Executive is responsible for servicing a portfolio of bicycle dealer accounts across Germany and Europe by processing daily orders, forwarding orders for the next season, answering phone calls, dealing with e-mail enquiries, and solving any issues for our clients and consumers. As part of our team, you will work closely with account managers and act as a pivot for our clients and internal departments.

The role you'd play:

- + Daily order and forward order placement for the coming season via e-mail, phone, interface
- + Tracking orders and answering order queries
- + Answering phone calls from dealers, consumers, and account managers
- + Investigating discrepancies and misroutes with our EU Logistics partner
- + Solving problems around orders, deliveries, ledgers, invoices, payments to the satisfaction of the customer
- + Solving queries about consumer/dealer warranty queries and dealer stock rotations
- + Solving queries about payments, ledgers, invoices, statements etc.

- + Providing customers with product data ahead of the next season
- + Researching product benefits and giving product recommendations to consumers/dealers

What you will bring:

- + Language skills – fluent in German and English
- + Highest attention to detail
- + Strong Excel skills (functions)
- + Experience in administrative duties to raise cancellations, credits, debits, invoicing and orders
- + Excellent verbal, written and presentation skills
- + 2 years previous Customer Service/Administration experience
- + Knowledge and management of on-line Retailer/distribution is desirable
- + A working knowledge of SAP or similar systems knowledge is advantageous
- + Strong team player

The benefits:

- + Company pension
- + Bonus scheme
- + Staff discounts on our brands: endura, Berghaus, Speedo, Canterbury of New Zealand, Endura, Mitre, ellesse, SeaVees, KangaROOS & Red or Dead

Please apply with CV and cover letter