



# Customer Service and Order Processing Manager

## JOB DESCRIPTION

<b>POSITION:</b>	Customer Service and Order Processing Manager	<b>DEPARTMENT:</b>	TBD
<b>REPORTS TO:</b>	CFO (Short-Term), tbd (Long-Term)	<b>LOCATION:</b>	Amsterdam, NL
<b>CLASSIFICATION:</b>	Salaried, Exempt Employee	<b>LAST UPDATE:</b>	July 8, 2021

## BACKGROUND

At enviolo, we develop innovative shifting solutions for bikes and ebikes. We are an ingredient brand, meaning we sell directly to bike manufacturers (OEMs) and bike sharing program operators (push strategy). We also influence retailers indirectly through our innovative channel education and training programs.

enviolo envisions a future in which our products and services will empower bike makers to develop great bikes. Bikes for great multitudes of urban dwellers. Bikes that can change their riders' lifestyles, have a wide variety of uses, and solve problems in traditionally car-centered societies. We envision this future by maintaining loyal business relationships and building a culture of authenticity and honesty with all stakeholders. We want to collaborate, with our partners, to be a beacon of change, creating urban communities focused on sustainable, healthy, socially-responsible lifestyles.

## CANDIDATE PROFILE AND JOB SUMMARY

Do you have experience working for a fast growing, customer-service-oriented company? Have you played a key role in designing and creating a customer service organization? Or a key role in optimizing processes directly tied to order processing, customer satisfaction and great process accuracy? Have you worked with a diverse group of stakeholders (different countries, cultures) successfully? If so, you are the type of candidate that enviolo is seeking in our Customer Service and Order Processing Manager.

We look to you to make enviolo's Customer Service and Order Processing department an organizational USP with the goal of enviolo being famous for "being easy to do business with". [Note: the enviolo Technical Service and Warranty Support group is separate from your group]. We want your department to efficiently and accurately process our rapidly increasing order volumes, create high customer confidence, and maintain highly accurate information. Your ultimate goal is to reinforce our highly successful core business by de-risking the company and delighting our customers; therefore, making our current market position stronger. We want you to design, optimize (continually) and run this department now - with great metrics, great morale, great culture, while also looking forward to what enviolo needs in the future. This continual optimization includes people, tools, and processes.

## KEY RESPONSIBILITIES OF THE CUSTOMER SERVICE AND ORDER PROCESSING DEPARTMENT

- OEM Orders Inquiry
  - Placing new orders, changing an existing order, checking order/shipment status
- OEM Orders Fulfillment
  - Providing an accurate and comprehensive customer order (including customer agent/carrier information) to enviolo colleagues that source and/or ship the products (either in the Warehouse or the MP&L Departments), order exception communication and resolution with OEM customers
- OEM Orders Invoicing
  - Creating NetSuite invoice, delivering invoice to customer



- Dealer Order Inquiry
  - Placing a new order, changing an existing order, checking order/shipment status, help with eCommerce site
- New OEM general Inquiry
  - Seeking general information (note: a new OEM inquiry seeking detailed information will likely be re-routed to the BD team - similar to the last bullet point)
- New Dealer Inquiry
  - Seeking general information, pricing information, training information, membership information
- Inquiry to be re-routed
  - Seeking a specific enviolo person or different department - examples: Quality, Finance, TS&E, BD, Technical Service, Warranty Support, Marketing

### **PRIMARY RELATIONSHIPS**

- You report to enviolo's CFO (Short-Term), tbd (Long-Term)
- External to enviolo, your department is the initial contact point and face-of-enviolo to all industry customer service inquiries (note: this excludes Technical Service and Warranty Support inquiries) .
- Internal at enviolo, your primary working relationships are with Business Development, Finance, and Sourcing teams (Warehouse and MP&L Departments)

### **PREFERRED PROFESSIONAL TRAITS, QUALIFICATIONS AND EDUCATION**

- University degree in a relevant field
- >7 years of successful Customer Service or Order Processing leadership experience in a situation with "best practices"
  - Preferably in a dynamic, fast paced, high growth situation.
  - Preferably experience in both designing a department (or redesigning) and running it successfully
  - You have a "no excuses", problem solving approach, and reputation, when doing this departmental design journey (planning, structuring, implementing, and executing).
- You are positive, encouraging, relentless, and joyful - people like working with you, both internal and external, even when the topic is not pleasant or is bad news
- Expertise in an ERP Systems and their optimization in Customer Service and Order Processing
- Experience working in a international environment with cross continental colleagues
- Ability to travel, as needed, regionally in Europe or Internationally to the USA
- Fluent English language skills; Dutch language skills preferred (but not required)

### **BENEFITS WE OFFER**

- Above market salary and competitive benefits (including 25 Days PTO and 10 paid holidays)
- Annual bonus program
- Bike purchase program (after 6 months of permanent employment)

**Applicants can send their cover letter and resume to [careers@enviolo.com](mailto:careers@enviolo.com)**