

Education Specialist

DEPARTMENT: Business Development

REPORTS TO: Head of Education

LOCATION: Amsterdam, The Netherlands

Do you have a drive to succeed, grow, and be challenged? Are you looking to lead a team that is passionate and innovative in their approach?

CANDIDATE PROFILE AND JOB SUMMARY

As Education Specialist you are a key member of the Business Development Team, operating with customers and partners around the globe. As such we are looking for a person that feels comfortable interacting with different cultures and traveling throughout the year in order to create a unique customer journey through innovative on & offline learning experiences. In addition you support our sales activities towards the OE & tech partner channels through sales conversations, staff training and event support. This position reports to the Head of Education.

BACKGROUND

We are enviolo; started in Europe in 2014, currently with 3 offices, across 2 different continents, we work with around 50 colleagues to empower bike makers to develop great bikes. 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.

enviolo International Inc.

HQ

Looiersgracht 43
1016 VR Amsterdam
The Netherlands

EU Service Center

Popovstraat 12,
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The Netherlands

USA Office

1501 Leander Drive, Bldg C, Suite 2,
Leander,
Texas 78641-2020, USA

KEY RESPONSIBILITIES & TASKS

The key responsibilities are following the three above mentioned core activities.

1. Execution of top of the class Retail Education

- Educate, excite and influence retailers via product, service and sales trainings split into theoretical, but most importantly very interactive sessions. Expand this segment by creating supporting online training content & further optimizing our online help center with multimedia content driving the digital change. All initiatives are targeted at creating a high level of customer satisfaction.

2. Execution of OEM support (Education & Event Support) activities

- Sales Training: Execute sales and technical workshops towards the sales teams of our OEM customers incl. role play, instructing them on enviolo products, key benefits and triggering an increased share of enviolo bikes in their sales activities through upselling opportunities. This includes being a consultant on challenges they face in their everyday job. The ultimate goal is to inspire and educate them to be more successful in selling enviolo equipped bicycles to the retail channel.
- House Show Representation: Represent enviolo, our products and brand during house shows organized by our OEM customers. The goal is to ultimately drive enviolo sales to retailers, in cooperation with the sales teams of OEM's.
- Technical Training: Conduct technical workshops towards OEM's for Product Management teams and / or assembly staff as well as complimentary component brands and industry designers to ensure great ride experiences for end consumers from day 1.

3. Delivering a premium Product onboarding Experience

- Develop an internal technical onboarding for new products and new hires, ensuring our internal customer facing teams are set up for success. This also

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involves providing our team and customers the proper self-help support tools like an extensive help center and online training platform with articles & videos.

PREFERRED PROFESSIONAL TRAITS, QUALIFICATIONS AND EDUCATION

- 5+ years experience in the bicycle, education or industry with a premium technical emphasis.
- Proven experience in education, giving group presentations and running events.
- High comfort level in engaging and communicating with multiple functions including sales, product management and customer service.
- Fluent in at least 2 of the following 3 languages English, Dutch and German. Native German speakers are preferred.
- Passionate about educating and inspiring people and delivering a premium customer experience.
- Affinity with premium technical products, enjoys translating product USPs into adding value to business partners.
- Flexible to travel and work outside of enviolo published operating hours / days.

BENEFITS WE OFFER

- Variable bonus compensation based on department & company success
- Eligibility in the enviolo bike subsidy program (after 6 months tenure)
- Free and healthy lunch every day
- Beautiful office space in Amsterdam
- An international team of bicycle-enthusiasts and experts
- Fitness reimbursement
- Quarterly team events
- Growth potential in an exciting urban mobility market
- Sabbatical Program

Applicants can send their cover letter and resume to careers@enviolo.com

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