

## CUSTOMER SERVICE SPECIALIST

**LOCATION:** Amsterdam, The Netherlands

***Are you interested in working for a company that envisions a future that maintains loyal business relationships and builds a culture of authenticity and honesty? Do you want to work in a fast-growing international organization?***

### **CANDIDATE PROFILE AND JOB SUMMARY**

Do you enjoy helping customers, solving complex problems and consider yourself a people person? Awesome! You might be the perfect fit for our team.

We are looking for a highly motivated, detail-oriented and customer focused team member. The Customer Service Specialist will be responsible for working directly on OEM Order Inquiries, OEM Order Fulfillments, OEM Order Invoicing, and any new inquiries. You will report directly to the Customer Service and Order Processing Manager and interface with the Business Development, Technical Service & Warranty, Warehouse & Logistics and MP&L Department on a regular basis.

### **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.

## KEY RESPONSIBILITIES & TASKS

- Order Management
  - OEM Order Entry
    - Our OEM customers place their purchase orders via email. As order processor you will make sure that these orders are quickly and accurately entered into our ERP system.
  - OEM Orders Inquiries
    - Customers often have questions about their orders that may or may not result in an order adjustment. It will be your responsibility to make sure you handle it quickly and accurately, while following our terms & conditions..
    - Questions will be received mainly via email, but will also be received via phone calls and WhatsApp. This will be both for retailers and our OEM customers.
  - OEM Orders Invoicing
    - Creating NetSuite invoice, delivering invoice to customer. This will be happening everyday after the Material Planning & Logistic team and the Warehouse have fulfilled orders.
  - New OEM general inquiry
- Seeking general information and routing to the BD team
  - Inquiry to be re-routed
    - Seeking a specific enviolo person or department- examples: Quality, Finance, TS&E, BD, Technical Service, Warranty, Marketing
      - Note, these inquiries could come in through a variety of channels (email, phone etc.)

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

- Experience in customer service for a product-related company.
- 3+ Years' experience in order management where you have worked on Order entries and Order Inquiry preferred, but not required.
- You are the type of individual that goes the extra mile and takes the steps necessary to delight the customer
- Proven experience and ability to build a loyal relationship to our customers by providing *one step ahead* customer service
- Prior experience working with an ERP or Order Entry system
  - Experience in Oracle Netsuite is a plus.
- Outstanding attention to detail
- Experience collaborating with a wide variety of individuals
- Excellent communication skills
- Fluent in English, Dutch and German (French is a Plus)

## **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 employment
- Fitness Reimbursement
- Sabbatical Program

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