

BICYCLE TECHNICAL SUPPORT SPECIALIST

DEPARTMENT: Customer Experience (under Brand Experience department)

REPORTS TO: Technical Support Manager

LOCATION: Zwolle, The Netherlands

Do you get excited about solving technical bike issues and enjoy taking the customer experience to the highest level possible? Are you the type of person who does not stop until you get it right? Are you a bike guru? If so, this job is for you!

CANDIDATE PROFILE AND JOB SUMMARY

We are looking for a highly motivated Technical Support Specialist with great experience in the bicycle industry. You will play a key role in delighting our direct and indirect customers (both B2B and B2C) by providing premium technical support via email, phone, or other communication channels. You are the investigator who finds out what the presented customer problem is. Together with the customer, you will help them find and solve the problem. During this process, you will record the data in our warranty system. This is the main focus of the Technical Support Specialist role.

In addition to providing premium technical support to our customers, the Warehouse and Quality team will rely on you as the Technical Support Specialist for support whenever a product inspection is needed, setting aside the returned enviolo part for inspection. You will be responsible to investigate the root cause of the complaint and how to resolve it.

The last key part of the Technical Support role is the responsibility for providing a little “added benefit” to new customers. Our business development leads can offer a customer that enviolo can rebuild their existing bike and ‘*enviolonize*’ it. The Business Development (BD) team will be relying on you to rebuild the bike and make it ready in the best way possible.

BACKGROUND

We are enviolo; started in Europe in 2014, with 3 offices across 2 different continents, our 50+ colleagues work to empower bike makers to develop great bikes. We are an ingredient brand

enviolo international Inc.

HQ

Looiersgracht 43
1016 VR Amsterdam
The Netherlands

EU Service Center

Popovstraat 12,
8013 RK Zwolle
The Netherlands

USA Office

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

with the ambition to enable our customers to change people's lifestyles, from taking fewer trips in cars and more trips on bikes.

We have a dedicated international Customer Experience team in our Zwolle facilities that provides an excellent level of technical customer service for our OE and retail customers as well as some bike consumers. We dedicate our services to always find customer-centric solutions that exceed our customers' expectations and delight them with our knowledge and support during the process.

KEY RESPONSIBILITIES & TASKS

1. Premium Technical Support

- Helping the customer, via phone/email/WhatsApp or video call, with any technical support inquiry. The focus is to make sure the customers know and get all they need to resolve their technical inquiries. You will be the investigator locating and solving the issue together with the customer.
- You will be responsible to collect warranty data to complete a warranty case.
- You work with the Customer Service & Order Processing team that will receive questions about the enviolo product, where you as the Technical Support specialist will help out those customers.

2. Product Quality Inspection

- In a warranty case, the product is often returned for replacement and inspection. In some cases, the solution or defect is not directly clear. It will be your responsibility to locate the issue during a product inspection and identify quality problems that can affect our premium brand and escalate them accordingly.
- Confirm everything gets tracked accurately in our Zendesk warranty tool.

3. Customer Bike Rebuilds

- New customers often need additional information about our products. The Technical Support Specialist is responsible for speaking with a potential new customer or sales representative around '*enviolonizing*' their bikes. You will be responsible for investigating if you have all the parts you need as well as

enviolo international Inc.

HQ

Looiersgracht 43
1016 VR Amsterdam
The Netherlands

EU Service Center

Popovstraat 12,
8013 RK Zwolle
The Netherlands

USA Office

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

confirming if it is possible to build it in. You will work closely with the sales representative during this process, ensuring the timeline is met.

- You are key in making the bike ready in a way that the customer loves.

PREFERRED PROFESSIONAL TRAITS, QUALIFICATIONS AND EDUCATION

- Minimum of 3 years experience in a similar or related customer support role.
- Strong technical experience, preferably in the bike industry.
- Customer-orientated with an empathetic mindset and the ability to understand customer's needs on time.
- You go above and beyond to satisfy customers' needs You have excellent communication skills (both written and spoken) in Dutch, German and English
- You find excitement in working in a fast-growing and rapidly changing environment.
- A can-do, give-me-a-problem-and-I'll-solve-it spirit.
- You desire to live in/or around Zwolle.

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).
- Fitness Reimbursement
- Sabbatical Program

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

enviolo international Inc.

HQ

Looiersgracht 43
1016 VR Amsterdam
The Netherlands

EU Service Center

Popovstraat 12,
8013 RK Zwolle
The Netherlands

USA Office

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