



## Customer Service & Sales Associate

Do you have extensive knowledge of bicycles? Do you obsess over seat tube angles or tire pressure? Do you understand deeply how bikes work – everything from sleek road bikes to full suspension mountain bikes to commuter bikes and e-bikes? Then we should talk!

The Robert Axle Project and Old Man Mountain are bicycle component manufacturers and wholesalers located in Bend, Oregon. We pride ourselves on being a small but mighty company. We're a tight team; we get a lot done and have fun while we are at it. Our success is rooted in integrity of our product, and our integrity in relationships with customers, employees, partners, suppliers and peers.

*"The Robert Axle team is literally one of the best consumer experiences I have ever had in my life. From ease of order, to super-fast shipping, to clear directions for install. I have nothing but overwhelmingly positive things to say."* – Online customer.

We are looking for a stellar person to be our Customer Service Representative and Sales Associate for Robert Axle Project and Old Man Mountain. This person is responsible for all customer inquiries and for processing orders, returns, and refunds as well as managing our distributor accounts.

This is a 40-hours a week, Monday through Friday position, from 8am to 4:30pm. This position is on-site at our facility in Bend, Oregon. We are NOT hiring for a remote position.

### **Primary duties:**

- Provide technical bicycle knowledge, fitments, and solutions for all customers.
- Receive and respond to all e-commerce customer inquiries via email, chat, phone, and in person, in a timely, polite, and thorough manner.
- Process orders through our sales flow, from website orders through our inventory system and our shipping system.
- Manage and maintain relationships with distributor accounts
- Handle warranties, returns and refunds.
- Communicate with inventory, shipping, sales and accounting departments to ensure that all processes are accurate and complete.

### **Your day might look like this:**

Get your coffee and drink up! Your morning will start with reviewing your emails to see if there are any changes to orders that were placed overnight. From there, you will check all the website orders to make sure they look correct, with the right information. This is where you will call upon your extensive bike knowledge to ensure proper fitment of our products. You may need to contact some customers to confirm what make and model their bike is. Some orders may need shipping instructions

sent over to the shipping department. Some orders may have special instructions that you will need to communicate with the production staff.

You'll then communicate with customers as needed throughout the day – either through email or live chat. You'll have three monitor screens open, so you can see chat conversations, have your email page open and have our inventory system open. You'll also be checking Slack as our marketing team may be asking you to send products to a brand ambassador, or ask about a fitment.

You will also be the contact person for our network of global distributors and OEM partners. You will be maintaining relationships with them, introducing new products, recommending product assortments, coordinating orders from our Asian factories, and processing orders.

Our customers come from all over the world, so you might also be using Google Translate at times to understand a customer's needs. You'll review photos that customers send, you'll help them with installation questions, and you'll occasionally deal with an angry email from time to time. You will also share the stoke with customers when they share their adventures or their new bike build.

***Success in this role = happy customers. We take great pride in providing excellent customer service.*** This is a fast-paced job at times, and you must be able to juggle several tasks at once while still being friendly, helpful and accurate.

#### **Why you could be the right fit:**

- You genuinely enjoy helping people with their bikes. You love to ride and you almost love it even more when other people ride, too!
- You can work in a fairly fast paced environment, and you can multitask. You can hustle.
- You have experience in B2C customer service and sales processing, preferably online.
- You have excellent problem-solving skills to help customers with fitment issues, order issues, or delivery issues.
- You have strong written communication skills.
- You are a relationship-builder, team player and you can clearly communicate with the entire team.
- You are detail oriented, especially when it comes to bicycles.
- You have experience working in the bike industry or at a bike shop.
- You are proficient with computer skills, including email, Internet, Microsoft Word, Excel, Google products and you're ready to learn more.
- You are able to travel occasionally to attend events, trade shows, races or otherwise.
- You are able to work 40 hours a week, Monday-Friday at our facility in Bend, Oregon.

#### **Extra credit may be given to candidates with:**

- Experience with inventory management systems, specifically Fishbowl.
- Experience with WooCommerce e-commerce platform.
- Experience with distributor or dealer account management.
- You have an uncanny ability to recognize the smallest details of bike parts.
- Industry relationships.

It's important that we ALL ride together. We believe that success thrives on diversity and we aim to encourage and empower all employees, customers, vendors and partners of all backgrounds including,

but not limited to, race, color, ancestry, religion, sexual orientation, gender identity, age, citizenship, disability or veteran status. We do not tolerate hate, bigotry, or discrimination in any form.

**Do our values align with yours? We do business by:**

- Learning and embracing change.
- Building a better experience, one relationship at a time,
- Exceeding expectations in everything we do,
- Taking action, hustling and having fun.

**Compensation & Benefits:**

- Starts at \$24/hour.
- Paid sick time and PTO.
- Eight paid holidays.
- Company paid medical and vision insurance.
- Employer matching 401k plan.
- Bike parts stipend and access to discounted bike parts.
- Occasional taco lunches.
- And more!

Interested? Send a cover letter and resume to [katy@robertaxleproject.com](mailto:katy@robertaxleproject.com)