

Customer Service Team - Job Outline

Retailer Liaison

- Liaising with all retailers, taking and confirming orders, processing orders, communicating with retailers at all levels and over all matters
- Answering the phone and dealing with both trade and consumer enquiries
- Inputting orders, stock checking, chasing and organising delivery to customers
- Responding to retailer requests for marketing materials
- Tele-sales on an occasional basis – as the need arises
- Ensuring Retailer Locator on www is accurate and up to date
- Answering 'Ask The Expert' questions as appropriate
- Assistance with Sales Invoicing and Debt Collection as required

Supplier Liaison

- Managing the relationship with supplier
- Placing and chasing purchase orders
- Working with freight companies to ensure smooth inflow of goods
- Inputting to Astra (Accounts) receipt of goods, purchase invoices etc

Brand Management

- Working with Brand Manager and supplier to ensure correct image is maintained and developed
- Working with marketing department to ensure that all promotional materials are produced and efficiently distributed including newsletters, price lists, work books, POS materials etc Handling mailouts.
- Assisting Brand Manager wherever possible including shows, demo's and promotions
- Warranty Management – overseeing returns and efficient despatch of replacement goods. Quarterly warranty claims to suppliers.
- Become the in house technical expert – training with Brand Manager will be carried out.

Rider/Team Management

- Communicating with athletes and ensuring that we are getting the best out of them and vice versa
- Assisting Marketing to ensure that we have a good and constant supply of pics from professional and amateur photographers
- Day to day management of riders – allocating equipment, organising events, photo shoots, appearances, tests etc etc

Promo days/Events

- Conferences – manage the invitation process, follow up and on the day assistance
- Ensuring that right people and equipment is in the right place at the right time

Skills

- Literate – must be able to write and handle own correspondence confidently
- Good communicator and confident on telephone. Able to communicate at all levels – riders, retailers, consumers and suppliers
- Knowledgeable – ability to learn about our sports
- Computer abilities to a reasonable level in Word, Excel, Email – ability to learn (Accounts package training will be given)
- Muck-in-ability – all jobs need doing – even the dirty ones!
- Team member – we're a team and need a team player
- Lively, fun, hardworking, dedicated

Other

- Hours - don't ask – time flies
- Weekend work – yep – demos, events, shows, overload
- Nottingham/Derby office location
- Mac based computer system
- Team of 18 people
- Working within a Customer Service Team – must have ability to multi-task and help others when time pressures necessitate
- 90% of the time will be office based but there will be occasions when 'on the road' or at shows and events will be necessary.

Brands

- Snowboarding - Northwave, Palmer, Bakoda, Drake, FTWO
- Waterskiing – O'Brien, FreeMotion, ClingOn
- Wakeboarding – O'Brien and Liquid Force
- Windsurfing – Bic Windsurfing, F2 Windsurfing
- Kitesurfing – Liquid Force
- Wetsuits – ClingOn
- Kayaking – Bic Sport
- Surfing – Bic Surf, Oxbow
- Marine/Boats - Bic

NON SMOKER ONLY PLEASE

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