



Customer Service Representative

The Robert Axle Project and Old Man Mountain are growing bicycle component manufacturers and wholesalers located in Bend, Oregon. We pride ourselves on being a small but mighty company. We're a tight team of 15, we get a lot done and have fun while we are at it. Our success is rooted in the integrity of our product, and in our integrity in relationships with our 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." – Recent online customer.

We are looking for a stellar team to be our customer service representative for Robert Axle Project and Old Man Mountain. This person is responsible for all customer inquiries and for processing orders, returns, and refunds. This person is the voice of the company and our primary touch with customers.

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.

Primary duties:

- 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.
- Work with the Sales Director to process orders for distributors and dealers.
- Provide very technical bicycle knowledge, fitments and solutions for all customers.
- Handle warranties, returns and refunds.
- Communicate with inventory, shipping, sales and accounting departments to ensure that all processes are accurate and complete.
- Work with sales, marketing and product development teams to convey what customers need.

Your day might look like this:

Get your coffee and drink up! Your morning will typically 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. 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.

Once you have processed orders from the previous day and night, you go to work communicating with customers as needed. Customers email us directly through our websites, or they use the chat function on either website. 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 let you know about a new discount coupon code that we have created.

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 customers with installation questions, and you'll occasionally deal with an angry customer from time to time. You will also share the stoke with customers when they share their adventures or their new bike build (we are all bike geeks here, after all.)

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 are a bike nerd. You obsess over seat tube angles or tire pressure and you are the person your friends come to when they need help with their bike. You understand deeply how bikes work – everything from sleek road bikes to full suspension mountain bikes to commuter bikes and e-bikes.
- 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 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 have the ability to independently solve problems in a dynamic environment, or ask for help when you get stuck.
- 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. We do offer some flexibility in schedules over time, but we generally all work together during the week.

Extra credit may be given to candidates with:

- Experience with inventory management systems, specifically Fishbowl.
- Experience with WooCommerce e-commerce platform.
- Experience working in the bike industry.
- You have an uncanny ability to recognize the smallest details of bike parts.

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:

- \$22/hour
- Paid vacation time.
- Eight paid holidays.
- Company paid medical and vision insurance.
- Employer matching 401k plan.
- Annual membership to an organic produce subscription.
- 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