

RIDER SERVICE COORDINATOR.

Role.

The Nidecker Group is looking for a Rider Service Coordinator to help build the best possible customer experience we can offer. The Nidecker Group is based in Rolle, Switzerland on the shores of Lake Geneva, and runs some of the best brands in the snowboard industry. The Group is made up of Nidecker, Flow, Yes., Now, and Jones (you will be working with all of these brands). Learn more on our website: [ndk.group](https://www.ndk.group)

- ▶ **Duration:** 1st August – 30th April
- ▶ **Occupation :** Full time or on a seasonal basis
- ▶ **Location:** Rolle (VD, Suisse) / Remote with 2 days a month in Rolle.

Profile.

You will be working in the heart of Customer Service and Customer Service (International & CH) and the Ecommerce departments. You will work directly with customers and distribution partners to create an awesome customer experience by: Being the first point of contact for customer service, working with distributors and ecommerce customers as well as, helping to build the future of the company by improving our customer experience journey. Sound good so far?

We are looking for someone who is:

- ▶ Passionate about snowboarding and looking for work at the heart of an industry leading snowboard company.
- ▶ Is confident working with digital platforms.
- ▶ Is organized and independent.
- ▶ Able to take customer feedback and put it towards improving the product itself.

Key skills:

- ▶ Fluent in English – French & German is a **strong plus**
- ▶ Confident working with Microsoft Office
- ▶ Strong time management skills
- ▶ Strong communications skills (written & oral)
- ▶ Patient and open-minded, you can find solutions that work for everyone
- ▶ Previous experience working in sales / e-commerce. Understands the notion of upselling and the customer journey. – Is a strong plus
- ▶ Has worked with Customer Service & CRM Platforms before

Please send your CV & Cover Letter outlining any relevant previous experience, your salary expectations, and why you would be a great fit for the position to jobs@ndk.group, quoting reference *Rider Service Coordinator* in the subject.

