



# E-bike Rider Care Representative / SBCU Instructor Holzkirchen, Germany

## Summary

*Specialized Germany GmbH is looking for a solution oriented E-bike Rider Care representative to strengthen our Pedal Assist E-bike team. The person we are looking for will be primarily responsible for customer communication and as E-bike Product Champion share knowledge to give best support to our customers and internally to colleagues. As E-bike Rider Care Representative you will furthermore support your fellow team members with various tasks and participating at events and shows. You will get the opportunity to keep your knowledge up to date in a fast moving environment in our award winning pedal assist bike categories.*

*To be part of this winning team, this (fulltime) position calls for a proactive, sportive team player who has good communication skills, is accurate and has a service orientated approach and is already under way to be a product champion in E-bikes.*

## KEY RESPONSIBILITIES

- Customer oriented communication by telephone and e-mail
- Providing customers with satisfying solutions for problems
- Customer maintenance and relationship building
- Contributing in developing a training course program and material (E-bike specific) including translations from English to German
- Collecting E-bike specific product feedback for R&D team
- Presentations of product Know-How to external and internal stakeholders including internal product trainings
- Representing the brand at events, including product presentations
- Looking for continuous process improvements
- Cycling and guiding with customers during training classes
- Being proactive, creative and solution-minded

## KNOWLEDGE AND EXPERIENCE REQUIRED

- Fluent in German, advanced in English
- Customer service skills
- Previous E-bike work experience; preferably a bicycle shop or dealer would be an advantage
- E-bike product knowledge and understanding of E-bikes is a must
- Affinity with cycling (and/or sports)
- Working knowledge of Office and Excel
- Excellent time management and prioritizing skills
- Self-assured, ambitious
- Team player, communication and interaction skills
- Hard worker and driven by motivation (winning mentality)

**Are you Specialized?** Then apply online via the Specialized Careers Page or the QR code below and send us your resume and motivated cover letter.

