



Customer Service (inside sales)

About us

We are a Dutch team of engineers and designers, but above all passionate cyclists. By combining innovation and passion, it's our goal to provide you with the best possible riding experience.

It has become our obsession to continuously improve our products based on the user benefits. We believe in strong partnerships to challenge the status quo. We puzzle, we try, we fail, and do it all over again until we succeed to improve our products.

We are reliable, clear, honest, and dedicated. We do what we promise. We are Scope Cycling!

No Excuse.

About the job

In the last years, Scope has become a well-known global brand with active sales in more than 25 countries worldwide. Also in the upcoming years, Scope is expecting to continue its exponential growth, which comes from: new products, new markets, and growth within their current markets.

As customer service specialist, you are the point of contact for our company. It is your responsibility to keep our service level high. As customer service you will be responsible for the following activities:

- You will provide customer service via email, telephone and our web chat.
- You will assist sales with processing sales orders and building our customer relations.

SCOPE

- You will maintain contact with production and you are keeping control over smooth deliveries towards B2B & B2C customers.
- You will manage and coordinate all service requests from our customers.
- You will support our MT by contacts towards distributors and agents.

About you

To be successful in the role it would be necessary to have the following experience:

- Minimum of 3 year experience in a customer service roll
- Passion for cycling

On the skills & competencies it would be awesome if you also are:

- Proactive and driven
- You like to exceed the customer's wish
- Structured and organized
- Strong communicator
- Team player
- High level of accuracy and attention to detail
- Fluent in written and spoken English & Dutch (French & German would be great too)

What's in it for you

At Scope we offer you an inspiring international entrepreneurial environment. In order to facilitate our fast growth, you will get a lot of responsibilities and the possibility to really make a difference for our business. The exponential growth of the business is a unique opportunity for a steep learning curve in your personal development. No excuse.

Interested?

Do you recognize yourself in this role and would you like to be part of a growing cycling brand?

Apply by sending your resume to info@scopecycling.com