# Customer Service & Oar Representative

Concept2, a market leading manufacturer of fitness and rowing equipment, seeks a talented and motivated individual, with a background in rowing to join our subsidiary office in Nottingham.

Ideal candidate will be a good communicator, with excellent customer service skills and strong attention to detail who enjoys working as part of a small team.

**Main Responsibilities:**

* Serve on the Customer Service team- this includes taking orders, answering customer queries and providing product information via both the telephone and email
* Troubleshooting customer issues
* Developing good relationships with some of our larger customers
* Learning about all Concept2 products and providing technical support
* Work within the Customer Service team as an oar specialist to handle incoming customer calls and emails, take orders and provide technical support
* Participate in marketing efforts that impact the oar business
* Liaise between Concept2 and the rowing world, providing the most current information to coaches and athletes, and getting feedback on our products
* Offer technical service and oar repairs, from our facility and in the field
* Attend regattas to offer service and support to customers

**Required Experience/Qualifications**

* Passion for rowing
* Ability to learn about products quickly
* Previous experience within a customer service environment would be preferable
* High level of competence when working with tools to make oar repairs and provide service
* Knowledge of and/or a willingness to learn the technical aspects of rowing and rigging
* Ability to travel to rowing regattas and events to promote our products, develop relationships, learn about the needs of the rowing community, and represent Concept2
* Self-motivated, with excellent interpersonal skills
* Ability to work independently and within the structure of a team
* Proficient in MS Office and MS Outlook
* Educated to a minimum of grade C GCSE in English & Mathematics
* Must be eligible to work in the UK, now and in the future.

Successful Concept2 employees combine self-sufficiency and personal accountability with strong teamwork skills. Concept2 has an informal office setting, flexible work schedule and excellent compensation and benefits.

If you require further information, please contact Jayne Julian at [jaynej@concept2.co.uk](mailto:jaynej@concept2.co.uk)

Interested candidates should submit their CV and cover letter by email to [jaynej@concept2.co.uk](mailto:jaynej@concept2.co.uk) or by mail to Concept2 Limited, Unit C8 Crossgate Drive, Queens Drive Industrial Estate, Nottingham NG2 1LW.