

Product Expert Bike and Outdoor (m/w/d) UK

Immediate Start | Full-Time | in Berlin

THE ROLE:

As a **Product Expert (m/f/d)** you'll be our contact person for product questions of all kinds. You'll have a distinct technical know-how of bike and/or outdoor topics. Your goal isn't just to give the best possible advice, but to also ensure a knowledgeable and friendly handling of complaints. Are you excited about the latest part – be it the new Fox shock or Shimano road groupset? Do you love being out in the heart of nature or do you prefer hanging on the wall on the weekends? Would you like to pass your passion on to our customers? If so, then you've come to the right place!

WHAT'S IN IT FOR YOU:

An exciting job in a fast-growing company in the heart of Berlin. Our team of Product Experts consists of cyclists and outdoor enthusiasts who also like to meet after work or on weekends for a ride together. Climbing trips, bike tours or a refreshing drink after working with colleagues are part of our philosophy. We offer you a responsible job with creative scope, attractive offers on our complete product range, bike leasing, comprehensive corporate benefits, international colleagues in all areas and a wide range of sports activities.

WHO WE ARE:

We are internetstores, Europe's leading specialist online retailer of bike and outdoor products. Launched in 2003, today we're one of the continent's largest and most profitable e-commerce companies with more than 40 online shops, 2 million daily page views and an unbeatable product selection. Our various webshops – Fahrrad.de, Bikester, Brügelmann, Probikeshop, CAMPZ and Addnature – aim to provide customers across 16 different countries with high-quality products at the best prices, the latest trends and an easy, fuss-free shopping experience.

Want to be part of our success story? Then get in touch! More than 550 motivated colleagues in Stuttgart, Esslingen, Berlin, Lyon and Stockholm are looking forward to meeting you!

YOUR TASKS:

- You'll advise customers on all technical and product-specific topics and will be the contact person for all post-purchase product enquiries
- You'll share your expert knowledge with our customers and help them to make the most of their free time with the best equipment available on the market
- You'll communicate via telephone, chat and e-mail in English
- You'll also support our customers with product topics before and after sales

WHAT WE'RE LOOKING FOR:

- Rampage, Rockstars, Ironman, Freeride Worldtour or Paris- Roubaix are as important to you as Christmas
- You're a real nerd when it comes to bikes, climbing equipment, camping stoves or other products in our shops
- You have strong communication skills and enjoy talking about your hobby
- You have a very good command of English, spoken and written
- You're internet-savvy and PC fluent
- You see the challenge behind every problem and would like to develop yourself further

YOUR CONTACT:

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