

CLASSIFIED

CLASSIFIED is a company active in the development and production of drivetrain technology for sports bicycles (race, gravel, TT and MTB) and E-bikes. CLASSIFIED has broad expertise in drivetrain technology and creates state-of-the-art innovative products. CLASSIFIED focuses on the complete development of its new products: as from market and patent research, through proof of concepts and prototypes, up to series production.

CLASSIFIED has developed a revolutionary drivetrain product for the sports bicycle industry, in particular for the gravel road & mountainbike segment, and is looking to reinforce its team.

CLASSIFIED offers you the unique opportunity to be closely involved in the launch of its new product as well as the development of its other new products. And it is a one-of-a-kind opportunity to exploit and/or further develop your entrepreneurship in doing so. You will engage in a fast growing team with a dynamic environment and experienced team members.

Customer Success Officer – location Turnhout (BE)

Your function:

As customer success officer you are responsible for customer loyalty and building and maintaining close long-term client relationships (including through digital touchpoints). You stimulate interactions with our customers (consumers, dealers, OEM's and all Classified enthusiasts). You manage follow up such interactions proactively and react when needed. You monitor and analyse what's being said about the organisation and are able to report this to the right department internally. Customer success is the foundation of our own success: we cannot exist unless our customers receive great value from us.

Your profile:

- You have a customer centric mindset and approach. You are an outstanding communicator and very organized.
- You have at least 3 years experience in customer service
- You have affinity with technological products.
- You are fluent in Dutch, English and French and have good writing skills
- You have outstanding problem-solving skills, a hands-on mentality and can work independently
- You are capable to make analysis and make improvement suggestions
- You can build excellent product knowledge and do what it takes to keep it up-to-date
- You are well organised and excel in customer service
- You have a structured, administrative approach

Personal characteristics:

- You are a team player and are empathic
- You are keen on taking up the challenge to bring a new product to the market
- You have a problem-solving approach and you enjoy a scale up mentality
- You are positive, thorough, accurate, result-oriented and have an eye for detail and quality
- You are organised and well documented
- Being a cyclist is definitely a pro, but not a must!

What do we offer?

- A challenging position in a young, dynamic, company in a highly evolving market
- Being able to work on a product that will revolutionize the sports bicycle industry
- A professional team of highly motivated people in a flexible environment
- A flat organization with a start-up culture and essential communication lines
- Competitive working conditions and compensation

CLASSIFIED

We are looking for a permanent team member: we invest in our collaborators and wish to establish a long-term relationship.

Are you interested?

Send your application, together with your CV to info@classified-cycling.cc

Location: Turnhout, Belgium