

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 support – location Turnhout (BE)

Your function:

As customer support you will be the link between our customers (OEM's, dealers and end-consumers) on the one hand, and our Production, Quality and R&D department on the other hand. You will be the main contact person for after sales and service, quality, warranty and technical support. You will coordinate and manage incoming calls and answer and distribute support e-mails. To do this, you will need to acquire a strong technical knowledge of our technology, components and products as well as the implementation thereof. It's your aim to transmit this knowledge to our customers and assure excellent customer service. You will also play an active role in defining our roadmap by listening to customer needs and consolidating those to form a basis for further developments and improvements.

Your profile:

- You have experience as a customer support officer for at least 3 years
- You have affinity with technological products.
- You have experience with ERP systems like Odoo
- You are fluent in Dutch, English and French and have good writing skills
- You have a hands-on mentality and can work independently
- You are well organised and excel in customer service
- You have a structured, administrative approach

Personal characteristics:

- You are a team player
- 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

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

Are you interested?

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

Location: Turnhout, Belgium