



## Job Description

### Consumer Services Representative

#### LOCATION:

Eugene, Oregon

#### HOW TO APPLY:

Candidates interested in this position must provide a resume, portfolio examples, AND a cover letter that details their interest, intent, and applicable experience for this role. Boiler plate introductions are highly discouraged. Failure to submit all required documents will result in dismissal. Application materials should be emailed to [HR@Burley.com](mailto:HR@Burley.com) – Resume and Cover letter submitted via PDF, and Portfolios can be submitted in PDF or Weblink.

#### ABOUT BURLEY:

From everyday errands to extraordinary expeditions, Burley has helped folks do more by bike since 1978. Based in Eugene, Oregon, Burley designs trusted, versatile bike equipment for carrying everything you need and love. Our family-owned company is committed to building a more bikeable world and making it easier for generations of riders, adventures, and explorers to ride their way.

At Burley, we like to say the joy and possibility in every ride moves us to make more rides possible. From the worry-free gear we design to the bike causes we support; we make it easier for you to get out there and do more by bike.

**Burley. Ride Your Way.**

#### ABOUT THE POSITION:

As Consumer Services Representative at Burley, you will be a primary point of contact between the Burley brand and our riders. You'll develop a deep knowledge of Burley products, processes, and services and use that knowledge to provide exceptional service to our customers and help keep them on the road.

- Day to day customer service for end users and retail partners including: answering inquiries by clarifying desired information, researching and providing information through a variety of means—by telephone, e-mail, online Q&A platforms, and social media.
- Fulfill direct to consumer orders. Keep website inventory levels current and monitor potential shortages. Work with Marketing Department to keep website information updated.
- Manage product Warranty Claim process. Determine if warranty claims from accounts and end-users are valid and ensure a fast turnaround on replacement or warranty parts. Work closely with Quality team to identify patterns that may require redesign or a change in the manufacturing process.

- Participate in planning projects with a focus on delivering improvements in the service levels to our customers, driving operational efficiencies, and identifying additional opportunities to grow our business.
- Recommend potential products or services to management based on information gathered from end-users.
- Continually maintain a thorough knowledge of all company products, technical product features and specifications, catalog contents, and sales and promotional items.

**EXPERIENCE/SKILL REQUIREMENTS:**

- Experience in customer service or retail for technical outdoor or sporting goods products desired.
- Excellent organizational skills and attention to detail.
- Ability to effectively prioritize and manage workload in conjunction with deadlines
- Cooperation, decision-making and problem solving.
- Demonstrated sense of urgency and time management skills.
- Excellent written and oral communication skills.
- Mechanical aptitude and passion for cycling/outdoor industry a plus.
- Proficiency in Microsoft Office applications (Word, Excel, PowerPoint).
- Ability to use multi-line phone, fax, scanner and other office equipment.
- Demonstrated work ethic that includes neatness and punctuality.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

- Work area is indoors in a climate-controlled environment with moderate background noise.
- The ability to use a keyboard, and to communicate orally and in writing is required.
- The ability to work extended hours as business needs dictate.
- Position is based in Eugene, Oregon

FLSA Status: Non-Exempt