

Company: North Point Brands, LLC, DBA Cheeky Fishing & Wingo Outdoors
Position: Customer Service Associate (CSA)
Job Location: North Adams, Massachusetts

Company Profile:

Founded in 2009, Cheeky Fishing develops, manufactures, markets and sells high performance fishing reels and equipment. The company is a category innovator and dedicated to pushing the limits of product design to create fly fishing equipment that specifically aligns with the demands of a growing demographic of progressive anglers. To that end, the company launched a second brand in 2014, Wingo Outdoors, a manufacturer of accessories and pet products geared towards outdoor and fishing enthusiasts. Cheeky Fishing and Wingo Outdoors are co-located in North Adams, MA and run side-by-side under the parent entity North Point Brands. The CSA contributes to both brands.

Cheeky and Wingo currently distribute product on six continents through a robust dealer network of specialty fishing, outdoor and “big box” retailers, as well as an online direct-to-consumer platform. Our company culture values a professional and responsible “work hard, play hard” mentality and a relentless passion for business growth. If you can’t maintain a great attitude while contributing to the company’s growth in any way you can, this position is not for you.

For more information on Cheeky Fishing and Wingo Outdoors, please visit our websites at <http://cheekyfishing.com/> and <https://wingooutdoors.com/>.

Job Description:

North Point Brands is seeking a full-time Customer Service Associate who will assume a lead role in the company’s customer service, warranty, and returns communication and execution. The CSA will support both brands (Cheeky Fishing and Wingo Outdoors) with a focus on end consumers. Delivering best-in-class customer service is a pillar of the company. This position is ideal for individuals who thrive in a fast-paced, entrepreneurial work environment. The CSA will be responsible for anticipating the needs of the customer to deliver a fast, courteous, first-rate outcome.

A strong applicant will have exceptional phone and computer skills while comfortably handling NPB customers with patience, understanding and empathy. The right candidate will be able to tackle multiple customer needs simultaneously and with little oversight. The CSA will work across multiple platforms (phone, email, social, customer service software(s)) and should find solving consumer problems rewarding. The CSA will be part of the marketing department, but will be asked to work cross-functionally with operations and sales when called upon. The right candidate will find time to be proactive with customer needs instead of reactive.

On average, the CSA position requires 40-50 hours per week, but the right candidate will be willing to put the time in necessary to get the job done, including working some nights and weekends.

Customer Service (85%)

- Management of the company's general customer service email accounts. This includes regular email communication with customers throughout the day and requires excellent written skills, attention to detail, time management, and organization.
- Phone communication with customers on topics such as product features and benefits, order status, returns, warranty, etc. is a central part of this role.
- Communicating with consumers through live chat, social messaging and other communications platforms is also a core function of the CSA role.
- Management of the company's Warranty and Service department. Because many of Cheeky Fishing's products carry a lifetime warranty, working with customers to resolve potential product issues and finding resolutions is paramount. Creativity to resolve customer issues is a must.
 - The CSA will be responsible for completing basic product repairs. While no experience repairing equipment is required, the right candidate would consider themselves 'handy'.
- Communicate with guides, industry influencers and other industry members to proactively expose the brand to a broader customer base.
- Professionally and knowledgeably representing the company at customer facing events.

Office Administration/Assistance (15%)

- Assisting with general office logistics, supply ordering, company projects, and any other general administrative and/or operational tasks required to run a smooth office operation.
- Assist Marketing team as needed with event planning, communications projects and other tasks necessary to delight the end consumer.

Qualifications and Experience:

The CSA position is an entry level position, but some **work experience** in a customer service related field is preferred. To best serve the fly fishing customer, experience with fly fishing is required.

The position is an opportunity to develop and learn new skills with the mentorship of seasoned business leaders. Always thinking of what is best for our customer should be central to everything the CSA undertakes.

If you are applying for this position, you are:

- Highly organized and detailed oriented – we simply cannot stress this enough
- Relentless follow through on customer communications with a strong completion principal
- Someone with exceptional interpersonal and communication skills
- An excellent writer and 'good on the phones'
- Highly motivated with a track record of rolling up your sleeves to "get stuff done"
- Experienced with Microsoft Office
- Adaptable to business technology/software applications
- Proficient with social media communications

Compensation:

This is a salaried position commensurate with experience and includes competitive benefits.

Application Instructions:

Please submit a **resume and cover letter** to npb@northpointbrands.com as soon as possible. The company will review all applications promptly and interviews will take place on a rolling basis.