

# After Sales Coordinator EMEA – Big Agnes, Inc

**Position Type: Exempt/Salary**

**Reports to: Customer Service Manager - EMEA**

---

Big Agnes produces high quality outdoor equipment and strives to do so in a sustainable manner. We outfit all people with the gear needed to camp comfortably, explore the backcountry...and have FUN! Across our teams, offices, supply chain and communities we are committed to providing a sustainable and inclusive workplace.

## **Summary/Objective:**

To build help support our Customer Service Manager for our EMEA operations. This part-time role (20hrs/week) will assist with retailer and consumer warranty issues in Europe as the voice of Big Agnes while building and maintaining the service provided to our retailers and customers who use our gear.

## **Essential Duties/Responsibilities:**

- Managing retailer and consumer warranty / general service to retailer and consumers.
- Management samples needs for PR / sales agents / distributor partners / retailers in Europe.
- Attendance at essential company meetings via Teams/Zoom as needed.
- Managing office supplies
- Assisting EMEA team where needed
- Assist in B2C business from Q1 2024

## **Job Qualifications:**

- Candidate must have experience using Microsoft platforms and show a good level of IT understanding.
- Strong problem-solving capabilities
- Candidate must be multi-lingual for the following languages with desired levels of competency: English (fluent) Dutch (basic skills)
- Candidate would be expected to have a flexible approach to the role and be able to manage multiple and many ad-hoc tasks.
- Customer service skills in the outdoor sporting goods industry is preferable.
- Self-starter with ability to work independently under pressure and react quickly to changing priorities

## **Working Environment/Physical Activities:**

- Ability to sit for period of times at the computer/phone.
- Part-time work. 20hrs/week
- The position will be in an office based in Amsterdam with possible work from home occasionally.
- Routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets.
- Preparing small shipments (catalogues, spare parts etc.) from the office to retailers

## **Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

---