

# Customer Service / Gear Specialist I – Big Agnes, Inc

Position Type: Non-Exempt/Hourly

Reports to: Customer Service Manager

---

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**

This is the entry level for our gear specialist/customer service team. This role serves as the voice of Big Agnes by providing product and service information and resolving product and service problems directly with our loyal fans. This important role acts as the voice of the Big Agnes brand, providing excellent customer service to its Customers while driving incremental business.

## **Essential Functions**

- Connect with and delight the customer – end user, retailer, co-worker.
- Demonstrate expert knowledge of all products – past and present - to be able to communicate with customers regarding the Big Agnes repair process from start to finish for all products; update Customer Cases with repair and replacement resolutions.
- Resolve product or service opportunities by clarifying the customer's concerns; determining the cause of the issue; selecting and explaining the best solution to solve the problem; following up to ensure full resolution.
- Attract potential customers by answering product and service questions; drive incremental sales by suggesting information about other products and services.
- Work as contributing team member to support over 10k consumer accounts; train new teammates.
- Process ERP/CRM transactions to record customer master files, customer cases, sales orders, invoices, returns, credit memos, customer inquiries.
- Manage sales orders and customer cases efficiently by running daily searches to maximize customer service and increase Direct to Consumer Sales Revenue
- Prepare product or service reports by collecting and analyzing customer information and transactions.
- Contribute to Process Improvement and documentation standards by recommending improvements in products, packaging, shipping, service, or billing methods and procedures in order to prevent future problems.
- Collaborate with CS Manager to expand and refresh the internal and external knowledge base tools
- Travel to support Trade shows, Dealer Events, and Brand-building events as requested

## **Qualifications**

- Bachelor's degree desired
- 3+ years Customer Service in the Outdoor Industry
- 2+ years Case management, order management, and revenue awareness, ERP/CRM experience
- Ability to collaborate and support team goals
- Excellent written and verbal communication skills
- Development of strong and efficient user knowledge in NetSuite, Microsoft Outlook, Microsoft Excel, Microsoft WORD, Fedex Shipping Manager, Google docs, outdoor industry brand sites including [www.bigagnes.com](http://www.bigagnes.com)

## **Physical Requirements**

- Ability to lift 50 pounds
- Ability to sit for long periods of time (90% day)
- Ability to maintain a good sense of humor and calm under pressure.
- This role is not approved for remote work. Is on-site at our headquarters in Steamboat Springs, Colorado
- Flexible hours offered