

## **Customer Experience Specialist**

*Are you a people person? Are you a problem solver eager to help customers? Are you enthusiastic and full of energy? If the answer is yes, we have a job for you.*

## **About the Company**

Louis Garneau was founded in 1983 by Olympic cyclist, Louis Garneau. In 35 years, innovation, passion and the promotion of cycling have defined our every action, giving life to breakthrough products and, more importantly, initiatives fueled by a strong desire to bring people together.

## **YOUR ROLE ON THE TEAM**

- Talk to riders, athletes, consumers on the phone and in email.
- Give product recommendations, support online shopping experiences through chat services, evaluate warranties, and provide overall support to the E-Commerce business
- Receive and process product orders and returns.
- Resolve unique or complex issues through creative solutions.
- Liaison with internal departments as necessary to resolve issues.

## **WHAT WE ARE LOOKING FOR**

- Excellent customer service
- PC proficiency in order entry systems, Microsoft Word and Excel.
- Ability to communicate, both written and verbally, in a clear and professional manner.
- Ability to work independently in a fast paced, high volume environment.
- *We are willing to train! So if you have the drive, don't hesitate to apply.*

***At Garneau, we value our employees and consider them family. We appreciate the balance of work and life. We have a full benefit package including health & dental insurance, paid time off, paid holidays, employee discounts, kid's corner, on-site recreation and wellness offerings, and much more. If you are looking to become part of a team, and to have opportunities to advance in your profession, please apply.***

E-mail, mail or drop off a resume and cover letter to the following:

***Louis Garneau USA Inc. ~ 3916 US Route 5 ~ Derby, VT 05829 ~  
humanresources@louisgarneau.us***



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