



UNCAGE YOUR TALENT

CUSTOMER SERVICE AGENT - TECHNICAL SUPPORT (M/F/D)

As a Customer Service Agent - technical support (m/f/d) you will be a central part of our dynamic, innovative and open-minded team. You will play an important role in the daily operations of the Customer Service Team and act independently.

YOUR MISSION

- You will answer primarily technical inquiries of our global customers via different input channels and support them in all matters related to bike service, warranty and warranty issues
- You create a perfect customer experience through your communication and support in all questions around YT
- You make customers a part of the YT family through your interaction
- You bring customer feedback back to the company and help to continuously improve our service
- You are an important interface to other teams (e.g. development and workshop) in the company.

WHAT YOU BRING IN

- You have already gained experience and technical knowledge in the bike sector (training as a bike mechanic is an advantage), have a strong customer orientation and enjoy going the extra mile for our customers
- You are characterized by a high level of commitment, organizational skills and the ability to work independently and on your own initiative.
- You are a team player with strong communication skills and feel comfortable in an innovative environment
- You have a very good command of German and English (further language skills are welcome)
- You have already worked with CRM systems (e.g. Salesforce)

WHAT WE OFFER

- An open minded family culture
- Training possibilities in the company's own gym
- A cool team, with a free coffee flat rate
- After-work rides with your YT family and legendary company parties
- With the Franconian Switzerland one of the most beautiful bike regions, directly in front of the door

WE ARE YT

YT Industries was founded by Markus Flossmann in 2008 to give talented riders access to competitive dirt jump bikes. YT stands for Young Talent and reflects its founder's approach to life: No matter the age, it is never too late to explore your hidden talent or passion and to try something new.

It is never too late to LIVE UNCAGED.

To this day, YT focuses on mountain biking and offers a wide range of products from downhill and enduro to trail bikes as a direct-to-consumer brand. YT bikes are distinguished by their high quality for an exceptional price. Be it Red Bull Rampage, Downhill World Championships, or World Cups, YT bikes have dominated at the most challenging events and carried world-class athletes to major titles.