



Job Description

Employer – Showers Pass UK

Vacancy – Customer Service Assistant

Working pattern and contracted hours – 12-16 hpw

Number of vacancies - 1

Job Summary

Showers Pass is a team of outdoor enthusiasts who bike, run, hike, climb and play in the outdoors. In 1997, our founder started to build gear himself to be able to enjoy getting outside no matter the weather: and we've grown from that single principle ever since.

Our reputation is built on our use of high-performance materials in combination with an innovative functional design for cyclists and people that love the outdoors. We specialise in waterproof and breathable active apparel (rain gear) and have broadened our line to include performance apparel, waterproof socks, and waterproof bags.

Showers Pass UK require an enthusiastic, flexible, reliable individual to be one of the professional faces of Showers Pass UK. As a potential first point of contact for customers via phone, email, and in person we need someone who will be able to assist and communicate with consumers and wholesale accounts throughout the shopping, ordering, and return/exchange processes. As a relatively small, specialised business we require someone who is a team player and who is willing to take on different tasks as required. The person appointed will also be

Essential skills, experience and qualifications

We want to hear from candidates who have a willingness to learn and take part in all required training. We want someone who can demonstrate a positive attitude and ability to take initiative.

- Excellent communication skills; via phone, e-mail, and in person
- Ability to deal with customers with professionalism and grace
- Attention to detail and affinity for record-keeping.
- Interest in garment construction, technical specs and terminology specific to outdoor/athletic apparel and gear
- Ability to work independently and prioritise workload effectively
- Basic PC skills including Word, Excel, and Outlook.
- Physical capability to carry, move and organise stock around the unit and process incoming product shipments
- Ability to work until 4pm in the absence of the Showers Pass UK Development Manager