



Customer Service Legend - Bicycle - Motorcycle

Lusty Industries Pty Ltd

Newcastle, Newcastle, Maitland & Hunter NSW

Retail Assistants (Retail & Consumer Products)

Full time

- **Do you have a passion for anything 2-wheels?**
- **Does stoking people out on a daily basis make you tick?**
- **Newcastle location within minutes of the beach and trails**
- **Great work environment and energetic team culture**
- **Diversified role with growing bicycle/motorcycle wholesale distributor**
- **Consider yourself a reliable legend and can GSD (Get S\$%t Done)**
- **Stoke on seeing cool market-leading products out on the trails and on the track**
- **Great opportunity to build a learn term career**
- **Product allowance + staff discounts**

Lusty Industries Pty Ltd is a rapidly growing medium-sized National Distribution Company that supplies premium products to retailers in bicycle and motorcycle sales channels.

The Lusty business currently supplies some of the world's leading products to over 1900 Australian retailers throughout the bicycle and moto industry through a well-supported distribution network using a host of technologies and an exceptional team to achieve excellent results.

In this role, you'll enjoy being part of a fun, energetic, and passionate team in addition to having opportunities to grow your skill sets, generous staff discounts, and work in a fun and rewarding environment whilst located in a beachside big little city within minutes of waves, pubs and riding trails.

Due to this consistent ongoing growth, the business requires the services of a customer relations and support team member with a focus on day-to-day sales and customer service, supporting our dealer relations network of customers nationally.

See us here

www.lustyindustries.com

[@wearelusty](https://www.instagram.com/wearelusty)

Key tasks assigned to this role will include but are not limited to;

- Customer service and relationship superstar being the voice of the company
- Be a sponge to the peer group around you whilst you learn, ask and conquer daily customer service inquiries
- Thrive in a fast-paced workplace with a proactive work ethic
- Natural rapport building and listening to identify the real needs of our customers
- Provide prompt logistical and technical support solutions to meet the needs of customers and remote sales teams in a busy environment.
- High volume data entry and order processing with same-day turnaround requiring time management and organizational skills with the ability to perform under pressure while maintaining a calm disposition
- Identify and resolve logistical issues requiring analytical and problem-solving abilities with the customer-focused outcome
- Assist with warranty procedure including assessment, repair or replacement
- Update the company B2B platform with new products and associated data
- Champion a work ethos that drives the company message throughout the remote sales team and dealer network
- Willingness to travel interstate to attend marketing and sales events.
- Have fun and a good laugh whilst working efficiently to achieve results
- Stoke customers on the daily

You must be able to demonstrate that you are able to fulfill the following criteria;

- prompt and reliable
- previous experience in a similar role within the bicycle or motorcycle industry (beneficial though not essential).
- Basic understanding of a distribution network and remote sales force.
- Basic understanding of sales cycles including customer orders, purchase orders, shipping, and billing.
- Core fundamentals of using Microsoft Office Suite skills (i.e., Excel)
- Exceptional communication skills to deal with internal and external sales inquiries including problem-solving.
- Ability to work as part of an energetic team with strong interpersonal/communication skills.
- Eagerness to learn about new products and develop brand knowledge.



- Excellent time management skills.
- High level of accuracy and attention to detail.
- Results-driven.
- Either active cyclist, motorcycle rider, or passionate enthusiast with a technology interest is beneficial.
- Takes pride in work and the quality of customers' experience.
- Own car and license.
- Be able to have FUN!

In addition, you will need to be someone who is able to work independently at times and willing to roll up your sleeves to get the job done.

This is a terrific opportunity to join a highly motivated, growing team and to contribute daily to the success of our customers.

Lusty Industries is an equal opportunity employer.

Ideally, we are seeking an immediate start and only those applicants who are suitably experienced will be

Employment Agencies are requested not to contact the company, we have this covered.

To apply please email your application resume with your name in subject to:

hr@lustyindustries.com