

JOB DESCRIPTION

Job Title	Customer Service Executive
Division/Department	Ecommerce
Location	Milan
Reports To	Ecommerce Trading Manager

ABOUT SCIENCE IN SPORT

Science in Sport plc is a leading sports nutrition company that develops, manufactures and markets sports nutrition products for professional athletes and sports enthusiasts. SiS is a strong brand in the elite athlete community - in the 2016 Rio Olympics, 34 medal-winning athletes or teams used SiS products (compared with 24 in 2012).

The SiS core product ranges include: SiS GO, comprising energy powders, isotonic gels, energy bars and shots; SiS REGO, including protein-based recovery powders; SiS Protein, products specifically designed to contribute to athletes' lean muscle mass growth and maintenance; SiS Supplements, comprising BCAA Perform, Creatine, Beta Alanine and L Glutamine; SiS Athlete Health, vitamins and supplements range designed to support and maintain immune function, digestive health and bone health. SiS products are sold in a range of retail channels, including specialist sport retailers, major grocers, high street retailers and e-commerce websites.

SiS is currently the official sports nutrition partner to professional cycling organisations Team SKY, British Cycling, Cycling Australia and USA Cycling. SiS is also a partner to British Triathlon & USA Triathlon. Along with supplying over 40 professional English & Scottish League football teams, SiS is Sports Nutrition Partner to the world's most popular football club, Manchester United FC. In addition, Olympians Sir Chris Hoy MBE, Mark Cavendish MBE and Adam Peaty MBE are Brand Ambassadors.

SiS was founded in 1992 and is headquartered in Hatton Garden, London. Its manufacturing facility is in Nelson, Lancashire. It has offices in Melbourne, Milan and San Francisco and product is sold in over 100 countries each year.

SiS shares are traded on the AIM market of the London Stock Exchange under the ticker symbol SIS.

For further information, please visit www.scienceinsport.com

JOB SUMMARY
<p>The right person is passionate about sports and fitness and wants to help other enthusiasts get the most out of their sports and training. The purpose of the role is to manage and support our community of customers on http://www.scienceinsport.com/ through live chat, email, phone and all social channels. The primary goal is achieving customer satisfaction through prompt and helpful responses as well as quickly coming to a resolution and proposing changes to avoid repeat scenarios. This is an opportunity to help shape our customer service team as you'll be looking to improve systems, reporting and our processes to help drive an increasing conversion of sales online.</p>
MAIN DUTIES & RESPONSIBILITIES
<ul style="list-style-type: none">• Respond to customer queries on live chat, social media, email and phone• Problem solve by working closely with our customers, warehouse and E-Commerce team• Feed in to E-Commerce & Marketing teams customer trends and recurring issues to drive improvements to overall service, operations and product development• Proactively manage and engage with our community on our social channels• Translations and copywriting either from English or directly for an Italian online audience• Ad hoc project duties supporting the Italian digital team as necessary
PERSON SPECIFICATION (QUALIFICATIONS, SKILLS, COMPETENCIES & EXPERIENCE)
<ul style="list-style-type: none">• Strong preference for bi-lingual candidates (Italian madrelingua and English preference)• University degree desirable• Excellent communication skills and initiative• Prior experience in customer service (and in Social Media a plus)• Strong time management and ability to multi task• A can-do attitude to resolving problems and establishing process• A keen interest in Ecommerce and online shopping• Advanced user of Microsoft Excel• Strong analytical and PC skills• An interest in sports and fitness