



Kundesupport til REP Fitness Europa

Er du en serviceorienteret problemløser med et glimt i øjet? Vi søger en energisk person til vores kundesupport-team i en hurtigt voksende europæisk start-up! Hvis du er den rette person, kan denne stilling føre til mange forskellige spændende opgaver.

Hvem er vi

REP designer førsteklasses, innovativt træningsudstyr, som sælges over hele verden. REP blev grundlagt i 2012 af to brødre med en stor passion for fitness. Fra de ydmyge begyndelser med at sælge vægtskiver fra en lille garage, har REP oplevet bemærkelsesværdig vækst og råder i dag over mere end 28.000 m² kontor- og distributionsplads i både USA og internationalt. Med et dedikeret team på over 150 fitnessentusiaster er vores mission at **"Forbedre liv ved at dele vores passion for styrke."**

Vores fokus på innovation, kundeservice og værdi gør os unikke.

Vi tror på at bygge en kultur med fitness i centrum og specialiserer os i at indrette home gyms, kommercielle fitnesscentre og performance-faciliteter. Vores engagement i kvalitet er blevet anerkendt i hele verdenen.

Vores kerneværdier

- Tænk som en kunde – Vi forstår vores kunders behov og ser formålet bag hver beslutning
- Fremskridt frem for perfektion – Vi lader ikke det perfekte stå i vejen for det gode
- Positiv indstilling – Vi er optimistiske og husker at have det sjovt
- Samarbejde uden ego – Vi sætter teamet først og vinder sammen
- Tag initiativ – Vi skaber fremdrift og værdsætter nye idéer

USA er vores partnere og vores hjælp og inspiration, så Europa kan vokse i lyset af REPs historie og kultur med et samtidigt fokus på, at Europa tænker og agerer anderledes, og det skal vi selvfølgelig adoptere uden at give afkald på vores historie, DNA og kerneværdier.

Om stillingen

Vi søger en Customer Service til vores supportteam hos REP Fitness. Du bliver vores førstelinjeambassadør og leverer enestående kundeservice via telefon, chat og e-mail. Du skal kunne håndtere et bredt spektrum af spørgsmål om produkter, fejlfinding og sikre en positiv og gnidningsfri kundeoplevelse.

Ansvarsområder

- Leverer professionel kundeservice via e-mail, chat og telefon – med empati, effektivitet og engagement
- Undersøg og løs kundernes udfordringer hurtigt og selvstændigt
- Tag ejerskab for hele kundeoplevelsen og følg op, så kunden føler sig set og hørt
- Dokumentér kundeoplevelser korrekt i interne systemer
- Kommunikér klart og samarbejd med andre teams for at sikre hurtige løsninger

- Vær omstillingsparat – både i forhold til processer, produkter og politikker
- Tag ansvar for egen læring og opsøg aktivt viden og feedback
- Hjælp med at udvikle en kundefokuseret kultur ved at spotte mønstre og komme med forbedringsforslag
- Gå gerne det ekstra skridt for at levere uforglemmelige kundeoplevelser

Hvem er du?

- Brænder for at levere god service og hjælpe kunder.
- Taler og skriver flydende engelsk.
- Klar på spændende opgaver i et dynamisk miljø.
- Bonus: Du elsker fitness og kender din vej rundt i træningsudstyr!

Det bringer du med dig

- En kundefokuseret tilgang med stærke kommunikationsevner – både skriftligt og mundtligt
- Erfaring med at håndtere kundehenvendelser via e-mail, chat og telefon i et travlt miljø
- Kendskab til kundeservicesystemer (f.eks. Kustomer, Zendesk, Salesforce) og komfort i at navigere mellem systemer som Shopify og NetSuite
- Evnen til at håndtere ordreproblemer, returneringer, betaling og levering
- Skarpt øje for detaljer og evnen til at dokumentere klart
- Rolig og løsningsorienteret – også under pres
- En samarbejdende tilgang og lyst til at arbejde på tværs af teams
- En vækstmentalitet – du er nysgerrig og tager initiativ
- God til MS Office og hurtig til at lære nye systemer

Uddannelse & erfaring

- Kort videregående uddannelse, teknisk program eller tilsvarende erfaring
- Minimum 1 års erfaring i kundeservice/support
- Erfaring med Shopify, NetSuite, Kustomer eller Aircall er en fordel
- Baggrund fra e-commerce, retail, logistik eller lignende miljøer er en fordel

Nøglekompetencer

- Handlekraftig – du griber nye muligheder og udfordringer energisk
- Ressourcebevidsthed – du bruger ressourcer effektivt
- Samarbejde – du arbejder godt sammen med andre for at nå fælles mål
- Selvudvikling – du opsøger læring og udfordring
- Tydelig kommunikation – du tilpasser dit budskab til målgruppen
- Kundefokus – du leverer løsninger med kunden i centrum
- Tilpasningsevne – du ved, at ikke to situationer er ens
- Skaber tillid – du møder andre med ærlighed, integritet og autenticitet



Hvad får du ud af det?

Vi går op i kvalitet og gennemsigtighed – både i vores produkter og i vores medarbejderkultur. Vi skaber et spændende, sundt og samarbejdsorienteret arbejdsmiljø og giver dig mulighed for at tage styring over din karriere og finde balance mellem arbejde og fritid i et moderne setup

We believe strength brings freedom—the freedom to choose how you live your life. That’s why we create products that empower you to transform, improve, and achieve more every day. Strength isn’t just physical; it’s the key to living life on your terms. The pursuit of strength never ends, but it is in the pursuit that we achieve freedom – www.REPfitness.com

Lyder det som dig?

Send din ansøgning og CV til bna@repfitness.com hurtigst muligt.

Vi behandler ansøgninger og afholder samtaler løbende, og tager annoncen ned, hvis den rette kollega ansættes inden ansøgningsfristens udløb.

Ansøgningsfrist

30. august 2025

Tiltrædelsesdato

Efter aftale

Arbejdssted

Taastrup, Danmark

Arbejdstid

36,5 timer



Customer Support for REP Fitness Europe

Are you a service-minded problem solver with a spark in your eye? We're looking for an energetic individual to join our customer support team in a rapidly growing European start-up! If you're the right fit, this position can lead to many exciting opportunities.

Who we are

REP designs high-quality, innovative fitness equipment sold across the globe. REP was founded in 2012 by two brothers with a deep passion for fitness. From humble beginnings selling bumper plates out of a small garage, REP has experienced remarkable growth and now operates over 300,000+ sq ft of office and distribution space in the USA and internationally.

With a dedicated team of 150+ fitness enthusiasts, our mission is simple: "To improve lives by sharing our passion for strength."

Our focus on innovation, customer service, and value makes us stand out.

We believe in building a fitness-centered culture and specialize in outfitting home gyms, commercial gyms, and performance facilities. Our commitment to quality has earned international recognition.

Our core values

- Think like a customer – We understand our customers' needs and the "why" behind our decisions
- Progress over perfection – We don't let perfect stand in the way of great
- Positive attitude – We're optimists who know how to have fun
- Teamwork without ego – We put the team first and win together
- Take initiative – We create momentum and welcome new ideas

The U.S. team is our partner, our support, and our inspiration – helping Europe grow in the light of REP's history and culture. At the same time, we recognize that Europe operates differently, and we embrace that difference without compromising our roots, DNA, or core values.

About the role

We're looking for a Customer Service Representative to join our support team at REP Fitness Europe. You'll be a frontline ambassador for our brand, providing outstanding customer service via phone, chat, and email. You'll manage a broad range of product questions, troubleshooting, and ensure a smooth, positive customer experience from start to finish.



Responsibilities

- Provide professional customer service via email, chat, and phone—with empathy, efficiency, and professionalism
- Investigate and resolve customer issues independently and promptly
- Take full ownership of the customer journey and follow through to resolution
- Accurately document customer interactions using internal systems
- Communicate clearly and collaborate with internal teams to ensure quick resolutions
- Stay flexible and adapt to changes in products, policies, and processes
- Take responsibility for your own learning and proactively seek feedback and knowledge
- Support a customer-focused culture by identifying trends and suggesting improvements
- Go the extra mile to create memorable customer experiences

Who you are

- Passionate about delivering great service and helping customers
- Fluent in written and spoken English
- Ready for exciting challenges in a fast-paced environment
- Bonus: You love fitness and know your way around training equipment!

What you bring to the role

- A customer-first mindset with strong written and verbal communication skills
- Experience managing customer requests via email, chat, and phone in a busy environment
- Familiarity with customer service platforms (e.g., Kustomer, Zendesk, Salesforce) and ease navigating tools like Shopify or NetSuite
- Confidence handling order issues, returns, billing questions, and shipping concerns
- Attention to detail and ability to maintain accurate documentation
- Calm and solution-focused under pressure
- A collaborative mindset and willingness to work across departments
- A growth mindset—you're curious, proactive, and eager to learn
- Proficiency in Microsoft Office and quick to learn new systems

Education & experience

- Vocational or associate degree, technical education, or equivalent experience
- Minimum 1 year of customer service/support experience
- Experience with Shopify, NetSuite, Kustomer, or Aircall is a plus
- Background in e-commerce, retail, logistics, or a customer-facing environment is a plus

Key competencies

- Action-oriented – You take on new challenges with energy and drive
- Resourceful – You use time and tools effectively
- Collaborative – You work well with others to reach shared goals
- Self-developing – You actively pursue learning and growth
- Clear communicator – You tailor your message to different audiences



- Customer-focused – You deliver solutions with the customer in mind
- Adaptable – You adjust easily to unique or changing situations
- Trust-builder – You show honesty, integrity, and authenticity

What's in it for you?

We are committed to quality and transparency—both in our products and in how we work together. We offer a healthy, collaborative workplace where you'll have the opportunity to shape your career and find a great work-life balance in a modern environment.

We believe strength brings freedom—the freedom to choose how you live your life.

That's why we create products that empower you to transform, improve, and achieve more every day. Strength isn't just physical; it's the key to living life on your terms.

The pursuit of strength never ends, but it's in that pursuit we find freedom.

www.REPfitness.com

Does this sound like you?

Send your CV and application to bna@repfitness.com as soon as possible.

We review applications and conduct interviews on a rolling basis. The position will be filled as soon as we find the right candidate.

Application deadline

August 30, 2025

Start date

As agreed

Work location

Taastrup, Denmark

Working hours

36.5 hours/week