

Job Title: Customer Service Representative
Department: Operations
Reports to: VP of Finance

FLSA status: Non-Exempt
Classification: Administrative
Supervises: None

Ragnar exists to make life more awesome. We are a group of active people who seek to work with individuals who work hard and play hard and have a deep desire to be successful. Ragnar is the premier series of overnight road and trail running relay adventures in the United States. We offer a great benefits package including 75% covered health care, 401K & match, open PTO policy, as well as one free Ragnar team registration per year.

Position Summary: This position will be responsible for responding to customers for all races and will be the voice of Ragnar while communicating with customers through emails, phones and social media outlets.

Qualifications:

- Associates degree or higher.
- Minimum 1-3 years relevant experience.
- Leadership experience.
- Excellent interpersonal and communication skills with the ability to work effectively as a member of operations and customer service teams and multiple cross-functional project teams.
- Well-organized with ability to multi-task, time management, and high attention to detail.
- Detail-oriented self-starter with the ability to prioritize projects, work within short time frames and meet deadlines.
- Conflict resolution experience preferred.
- Basic computer skills (Outlook, Excel, Google Earth).
- Knowledge of/experience with event planning a plus.

Essential functions and responsibilities:

- Responding to Customers via Email, Phone and Social Media.
- Tracking and Reporting Customer Service standards against goals.
- Strong Communication Internally and externally to resolve Customer needs.
- Must be able to work using basic computer skills including Microsoft Outlook, Excel, Word, and Google Earth.

Nonessential functions:

- Interface with other departments, customers, and vendor representatives.
- Responsible for effective communication levels and fosters team building.
- Manage continuous improvement projects involving cross functional teams where necessary.
- Miscellaneous projects as assigned.
- Perform other related duties as assigned.

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical demands: While performing duties of job, incumbent is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Work Environment: The noise level in the work environment is usually moderate.

To apply: Submit your cover letter with salary history and resume to jobs@ragnarrelay.com



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