

JOB DESCRIPTION



OMM CENTRE AFTERSALES AND RETAIL SALES

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| Job Title | OMM CENTRE RETAIL ASSISTANT | Reports to | OMM Centre Manager |
| Job type | 25hrs to Full Time | Hours | Core hours 09.00 – 17.30 Mon – Fri (Some Weekends) (Flex working available) |
| Location | OMM Service Centre 315 Health Club, Mannin Way, Lancaster LA1 3PE | Salary Band | £26,000 (pro rata) |
| Holidays | 28 days (pro rata) including bank holidays per annum + 5-day company holiday | Benefits | Pension, Gym location with full use Uniform/Running equip allowance |

ABOUT US

Ark is a growing business serving the **Run, Outdoor, Climbing and Camping** markets. We design, manufacture, and distribute our own brands and represent a portfolio of high-end outdoor names including **OMM, Nordisk, Troll, DexShell, Boot Bananas and 8b+**.

OMM is a leading brand in mountain running and the founder of the **Original Mountain Marathon**. The OMM Centre, based at the 315 Health Club in Lancaster, combines a specialist OMM retail experience with remote customer support, providing expert advice and aftersales service to customers across the UK and beyond.

THE ROLE

We are looking for a **keen runner and outdoor enthusiast** to join our team as an **OMM Centre Retail & Aftersales Assistant**. This is a full-time, permanent role suited to someone who genuinely loves being outdoors and enjoys helping others get more from their time outside.

Reporting to the **OMM Centre Manager**, you will support customers both in person and remotely, working across retail sales, aftersales support, and general office functions. While the role focuses primarily on OMM, you will also support customers of our wider brand portfolio.

This is an exciting opportunity to join a friendly, knowledgeable team where your contribution matters, with scope to grow as the business continues to develop

WHAT YOU'LL BE DOING

- Represent and embody the values, ethos, and spirit of the OMM and Ark brands
- Provide knowledgeable, friendly advice to customers in person, by phone, email, and web chat
- Handle B2C and B2B aftersales enquiries, including returns and warranty claims
- Assist customers with purchase decisions and process in-store sales
- Maintain high standards of shop presentation and monitor stock levels
- Support and attend OMM event weekends (currently up to two per year)
- Provide additional support to the internal sales desk and wider office functions as required
- Support and attend weekly OMM run club

WHAT WE'RE LOOKING FOR

Essential

- A strong commitment to delivering excellent customer service
- Good knowledge and understanding of technical outdoor and running equipment
- Confident computer skills (Outlook, Excel, and web-based tools)
- Clear verbal and written communication skills
- Ability to work effectively as part of a team and independently when required
- A proactive, enthusiastic approach with strong problem-solving skills

Desirable

- Off-road runner and/or active outdoor enthusiast
- Experience in mountain marathons, running, camping, or general outdoor activities
- Previous experience in retail, customer service, or the wider outdoor industry

TRAINING, DEVELOPMENT & PROGRESSION

Full product and systems training will be provided, with ongoing support from the wider Ark team. As the business grows, there will be opportunities to develop into senior aftersales, sales support, or brand-focused roles.

WHY YOU'LL LOVE THIS ROLE

- Work daily with specialist mountain running and outdoor equipment
- Be part of the OMM community, including events and brand activity
- Join a small, friendly team with a shared passion for the outdoors
- A varied role combining customer interaction, problem-solving, and hands-on involvement in the outdoor industry

HOW TO APPLY

Please send your **CV** and a brief **covering email** to:

hr@theomm.com

In your covering email, we'd love to hear about your outdoor interests or events you've taken part in.

Our Brands

- www.team-ark.com
- www.theomm.com
- www.trolluk.com
- www.nordisk.co.uk