

Job Title: Inside Sales/ Customer Service Representative
Location: Santa Rosa, CA USA
Department: Inside Sales/ Customer Service

Company Profile:

Buff, Inc., located in Northern California, is a subsidiary of Original Buff, SA Spain, and established its U.S. presence in 2003. Buff products are distributed in more than 70 countries across the globe and pioneered the seamless headwear category in 1992. Buff performance headwear protects you from the elements during a wide range of outdoor activities and sports. Buff models are available in hundreds of designs and styles.

Salary Grade/Level/Family/Range: Non-exempt

Reports to: Inside Sales/Customer Service Supervisor

JOB DESCRIPTION

Summary/Objective

We are looking for a highly motivated, energetic, and organized person to join our Sales Team that thrives in a quick sales cycle environment.

An **Inside Sales/Customer Service Rep** will play a fundamental role in achieving our ambitious customer acquisition and revenue growth objectives. You must be comfortable making dozens of calls per day on qualified leads, working with various channel partners, generating interest, qualifying prospects and closing sales. Efforts will be focused on account service - retention, fulfillment & growth as well as new business creation. Ideal candidate has worked in the outdoor or sporting goods channel and has strong affinity for the outdoors. This is a 60% inside sales and 40% customer service role.

Essential Functions

Inside Sales

- Responsible for managing custom printed projects from start to finish which includes working with ASI (Ad Specialty Institute), existing channel partners, businesses and consumers. From inquiry to design, pricing to delivery of finished product, you will act as the liaison between customer and our in-house design team in delivering finished products.

- Generate new sales opportunities through inbound lead follow-up and outbound qualified calls and emails.
- Prospects, qualifies and generates sales within the company's established dealer trading partners.
- Close sales and achieve quarterly quotas.
- Routing qualified opportunities to appropriate sales executive for further development and closure.

Customer Service

- Works closely with assigned independent reps to provide sales support and resolve dealer issues.
- Maintain accounts by processing customer orders, including preseason orders.
- Process and coordinate new dealer application with accounting.
- Works closely with accounting to resolve invoicing/credit issues.
- Responds to requests from customers for information.
- Has understanding of customer needs and requirements
- Remains knowledgeable and up-to-date on changes and developments in company's B2B infrastructure and mobile ordering platform for reps.
- Responds to incoming consumer calls related to ecommerce, including sales inquires, technical product information, order status, returns and complaints.
- Keeps management informed of all activity

Key Competencies

- Communication Proficiency
- Positive Team Member Philosophy
- Computer Competent
- Attention to Detail and Accuracy
- Problem Solving Skills
- Customer Focused
- Self Motivated

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and scanners.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m.

Travel

This position may require minimal travel to attend sales meeting and provide support at trade shows if needed.

Required Education and Experience

- A minimum of two years in a sales or sales support role.
- Strong phone presence and experience dialing dozens of calls per day.
- Excellent verbal and written communication skills.
- Strong listening and presentation skills.
- Strong proficiency in Microsoft Office Suite, including Word and Excel.
- Proficient with corporate productivity tools.
- Ability to multi-task, prioritize, and manage time effectively.

Preferred Education and Experience

- BA/BS degree or equivalent.
- Experience with business-to-business commerce.
- Two years in customer service or inside sales in consumer products within outdoor or sporting goods industry is preferred.
- Experience working with CRM.
- Familiar with 3PL logistics and processes.
- Familiar with NetSuite ERP.
- Passionate interest and active participant in outdoor sports or activities.

Additional Eligibility Qualifications

None required for this position.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

To Apply

Please email your resume and cover letter to: mimi@mountainoftalent.com