

E-Commerce & Inside Sales Assistant

Position Summary

The E-Commerce & Inside Sales Assistant facilitates the entire sales cycle, from client interaction, garment ordering, decoration ordering, invoice submission, and payment, collection, follow up, and review. The E-Commerce & Inside Sales Assistant reports to the Inside Sales Specialist.

Abilities Required

- ★ Excellent typing & computer skills
- ★ Exceptional organizational skills & ability to focus for long periods of time.
- ★ Thorough attention to detail.
- ★ Basic math skills & ability to count and retain numerical information.
- ★ Read & Understand English
- ★ Ability to operate under pressure & time constraints.
- ★ Ability to interpret, transpose, & accurately reproduce data with speed & accuracy.
- ★ Visual memory retention skills to help build your product knowledge
- ★ Proficient with Excel, Word, Email
- ★ Personable
- ★ Responsible
- ★ Strong communication skills; both written & verbal are needed for clients & the internal team

Specific Responsibilities

- ★ Answer phone, emails, texts, faxes, etc. with professionalism & promptness (inside 24hrs)
- ★ Extreme attention to detail in all aspects of duties, email composing, order entry.
- ★ Enter client order into our production software, NOMOS.
- ★ Works with clients to find solutions to order issues.
- ★ Extremely organized, follow the system and steps for the role.
- ★ Communicate with production staff on a regular basis to ensure timely order completion
- ★ Manages eCommerce platform store creation, ordering, and inventory.
- ★ Use NOMOS to create work orders & order garments.
- ★ Use Order My Gear tool to execute all phases of online store sales
- ★ Work with Accounting Dept. to ensure timely payments from customers.
- ★ Actively pursue & develop new leads & accounts.
- ★ Maintain a positive & energetic attitude towards existing & potential customers.
- ★ Work with Accounting Dept. to ensure timely payments from customers.
- ★ Work closely with the Social Media & Marketing Coordinator and Graphic Artists to coordinate new marketing & social media campaigns.

Key Performance Indicators

- ★ Doing whatever it takes to ensure the customer is more than satisfied with the entire sale process.
- ★ Receive great compliments, client testimonials, and survey results.
- ★ Consistently outperform previous quarter results in both profitability and revenue.
- ★ Become an expert that customers seek out.
- ★ Cultivate & promote AR's Purpose, Vision, Mission & Core Values everyday.
- ★ Consistently showing up for work on time and putting in extra time when required.
- ★ Effectively communicating with departments to create a seamless & highly productive work environment.
- ★ Consistently meet client deadlines & ensure orders go out at the highest quality standard in terms of appearance and accuracy.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.