



EMPLOYMENT OPPORTUNITY

INSIDE SALES AND CUSTOMER SERVICE SPECIALIST– North Vancouver, BC

In the world of sport performance, **Twist Sport Conditioning** is *the* initiator of today's hottest sports and athletic training trends. Established in 1999, Twist Conditioning Inc. ® is **Canada's choice for Sport Performance, Athlete Development and Functional Fitness Products, Athlete Conditioning Programs and Professional Development, and Franchised Sport Conditioning Centres**. Proud distributors of BOSU®, TRX®, Gliding®, Extreme Board™, Trigger Point Therapy®, and the SMART Muscle® brand of sport performance products, tools are the result of extensive research and development and are used by elite athletes and fitness enthusiasts worldwide. Twist Conditioning® distributes over 180 sport performance and fitness tools to fitness pro's, coaches, clubs, medical and rehab, schools, Emergency Services via fitness and specialty retailers in Canada, and through our key distributors in Australia, the United Kingdom, Spain, Holland, Hong Kong and the USA.

Twist Sport Conditioning is currently accepting applications from qualified individuals for an:

Inside Sales and Customer Service Specialist

Job Description:

The Customer Experience Representative creates an outstanding first impression to existing customers and new inquiries. As the first line of contact in our front of house, he/she maintains current relationships and solidifies new sales with consumers, fitness professionals, athletes, sport coaches, and consumers. The Customer Experience Representative thrives on direct contact and communication with customers

The successful candidate will be responsible for executing an individual **sales and service** campaign which includes receiving inbound product inquiry calls, e mails and faxes, liaising with customers in respect to quotes, orders, promoting the company and it's products and services, offering best solutions for customers leveraging our education, knowledge and products, making outbound calls and follow ups to our customers to ensure we uphold our reputation for customer service and to engage further opportunities for **sales** revenue through referrals and promotional offers, and by maintaining our e commerce site to leverage the full value and opportunity of our on-line store.

Primary Impact on the Business:

- You are the heart of the Twist Head Office's daily operation. Points of contact include phone, email and walk-in customers.
- You ensure that people who contact us want to buy our product if it is right for their needs, and are handled by the right Division and sales team.
- You ensure that people who have bought our product want to purchase again and refer their friends and family
- You ensure that our entire staff who deliver our products and education, are set up for success by maintaining our office environment, supplies, and acting as a gate keeper.
- You find ways to help people who are not certain about what we do and offer here at Twist, are offered information, resources and solutions to help them make the right decision.
- You find ways to help customers who want one thing understand something else might serve them better.
- You are curious, you ask questions and are confident.

Key Responsibilities:

Customer Service:

- Answer customer questions regarding products and recommend solutions.
- Provide product knowledge and administrative information and price quotes to customers.
- Ensure a superior level of customer satisfaction is achieved to assist in customer retention and market expansion
- Respond to inquiries and requests for product information via phone, e-mail, and fax
- Duties include informing customers of receipt of order, prices, shipping dates, and delays; preparing invoices and estimates; and handling complaints.

Sales:

- Close sales on the phone, via email and in person and process customer orders
- Walk- in customer sales and product assistance, cash and credit card handling and processing, and processing/management and follow up for all orders.
- Attend and support conferences and trade shows TCI is participating in, both local and national, as required.
- Assist in set up and take down of booth display and merchandising
- Process on-site sales
- To create and implement strategies that will increase the average order value and the range of products offered by our customers.
- To be fully responsible for customer satisfaction in all aspects of 'after sales' and to negotiate a win/ win solution to customer complains.Support other team members in the development and implementation of customer care standards to ensure ongoing repeat business

Marketing: Design and implement effective E Commerce campaigns, promotions and specials using our shopping cart system (Magento Professional) and e mail bi monthly promo and special information via e mail blast (Constant Contact) to specific databases.

Administrative Duties:

- Work closely with our warehouse team to ensure all orders are processed smoothly and on time and accurately.
- Act as an internal support for our Dealer, Specialty Retail and Education Divisions and to ensure all inbound inquiries are funneled to the correct internal Division for handling and follow through
- Retail Showroom Inventory Management and Merchandising
- Internal Warehouse Transfers for stock and inventory
- Assist Trade Show Team in Inventory Management and allocation

You will know this job is right for you if you like:

- People Engagement - talking to clients and engaging them on a personal level, building relationships. Asking questions of customers and potential customers that help you develop the right solution for them.
- Accuracy and attention to detail
- Structure, organization and planning
- You are okay with curveballs, rapid changes and other mysteries of people and schedules.
- You don't get flustered easily.
- You can handle working in the middle of noise, people, interruptions.
- Demonstrate a relentless work ethic, can-do attitude, creative initiative, recognition of key information and strategic steps to fulfill projects, solid problem solving and decision making skills.
- Fulfill responsibilities with integrity and courteousness
- You recognize that all people are different and you are happy building relationships with all of them (parents, kids, teenagers, hockey moms, athletes of all ages, pro athletes, wealthy, not-so wealthy)

General Qualifications:

Personal skill set: Excellent oral communication skills, relationship builder, genuine interest in people, attention to detail, organized, ability to multi-task and prioritize, fun and positive attitude.

- Strong ability to multi-task and prioritize work within a time sensitive sales environment
- Commitment to excellence and high standards
- Versatility, flexibility, and ability to work on a variety of projects & priorities with enthusiasm

Experience: Customer service, administration, computer saavy, a good understanding of numbers. Previous sales experience in a service industry an asset.

Computer skills: Confidence with Office applications including Outlook, Word, Excel. Experience using a POS and/or accounting program.

Athletic background: Interest in fitness, health and athletic development.

Education: A degree or diploma in any discipline an asset.

Twist Sport Conditioning offers a competitive, performance based compensation package that includes a Base Salary, Sales Commission, Annual Bonus for meeting reasonable sales goals, Incentives for special promotions and Insurance co-pay.

Please E mail resume, cover letter and salary requirements to: jobs@twistconditioning.com

(NOTE: cover letters that do not include salary requirements may not receive prompt consideration.)

Please submit your resume with cover letter, attention to:

Julie Rogers
VP Finance and Product Division
Twist Sport Conditioning Inc.
Fax: (604) 904-6558

We thank all applicants for their submissions, but regret that only successful candidates will be contacted.