

SALES SUPPORT SPECIALIST

Are you looking to utilize your awesome customer service skills? If you are ambitious, energetic, organized, and want a fun working environment, then a position with Storm Creek may be the perfect opportunity for you.

Position Overview:

As a Storm Creek Sales Support Specialist, you are an important member of our Customer Experience Team. The Sales Support Specialist position is responsible for customer service, account support, and sales support functions for Storm Creek business customers in the Promotional Products and Retail markets.

The ideal candidate is a highly motivated self-starter with proven customer service experience that has the tenacity to get things done. You are eager to dig in and support our sales representatives and customers and use your keen attention to detail to manage orders along the Storm Creek customer journey.

Primary Responsibilities:

- Provide outstanding service and support to all sales activities within a designated territory.
- Collaborate with inside and outside sales reps to bring orders to successful fruition and provide over-the-top service.
- Deliver timely, friendly, and knowledgeable customer communications, via phone, live chat, and email.
- Ensure an excellent new customer onboarding experience.
- Develop ongoing relationships with customer and demonstrate Storm Creek's commitment to consistent service and follow through.
- Respond to Sales Rep requests for samples, marketing materials and other assistance.
- Utilize Storm Creek's ERP system to obtain/manage/facilitate order information.
- Pay close attention to all open orders daily and ensure they are moving along to meet customers' in-hands dates.
- Process returns and credits in a timely manner.
- Ensure order issues are researched, resolved, and appropriately communicated.
- Contribute to improve processes and procedures.
- Maintain, enter, and expand customer and account data in the CRM and ERP systems.
- Actively participate in weekly team (L10) meetings, huddles, and rep updates
- Maintain ongoing education on Storm Creek styles, features, colors, prices, etc.
- Assist with other duties and projects as assigned.

Desired Skills & Experience

- 2 to 5 years of related work experience.
- Very organized with exceptional attention to detail.
- Strong multi-tasker.
- Proficient with Microsoft Office Suite and Excel, and familiar with ERP and CRM software.
- Strong verbal and written communication skills.
- Comfortable dealing with customers at all levels within an organization.
- Ability to troubleshoot with desire to problem solve.
- Flexible and able to pivot priorities quickly.
- Team-first mentality.

- Stellar follow-through.
- Cheerful and enthusiastic - customers can hear you smiling through the phone.
- Self-motivated, with good energy to thrive in a fast-paced, growing business.

ABOUT STORM CREEK

We are a fast-growing, outdoor-inspired apparel company. Our mission is to create better products for the greater good. This means producing eco-friendly apparel that performs well, looks great, and **most importantly gives back**. *To date, we've given over one million dollars in donations and product to local and national charities.* Our core values are to always seek better, have passion for growth, and engage with purpose, as well as think and be curious. We have stayed true to these values in building a company that we are proud of. With thoughtful design, incredible quality, and a world-first ethos, we strive to exceed customer expectations with the best service and products available.

Our work environment is **fast-paced, collaborative, and fun!** We run our company on the proven Entrepreneurial Operating System (EOS). We offer an **innovative work environment** and opportunities for growth and advancement, **as well as the following benefits.**

- 401(k)
- Medical Insurance
- Dental insurance
- Flexible spending account
- Health Savings Account
- Vision insurance
- Company paid Life insurance/LTD/STD
- Paid time off
- Professional development assistance
- Referral program (we want more people like you to join our team!)
- Company learning and team building events
- \$500 clothing allowance/signing bonus

ARE YOU READY TO JOIN OUR CUSTOMER EXPERIENCE TEAM?

If you feel that you would be perfect for this role and can help us build our brand of eco-friendly apparel, **apply now!**