



Position: Inside Sales & Service
Pay: Competitive rate plus incentives and benefits
Type: Full time hourly
Location: San Diego, CA
Contact: jobs@zoic.com

ZOIC created the category of mountain bike clothing over 20 years ago. Our designs today are infused with this heritage of innovation. We foster a passionate community of mountain bikers who seek diverse experiences on bikes. The word ZOIC is Greek for life; ZOIC is clothing for active life. We sell through major bike chains and marquis independent dealers throughout the US. Our close-knit team environment is high performing and very supportive.

Summary

We have an immediate opening for an eager, intelligent, dependable individual who will fortify our sales team in the office and at events. You will be the voice and face of ZOIC to consumers, independent reps, dealers and distributors. Your success will hinge on a mastery of processes, product details and computer applications, to provide timely and critical information such as order status, item availability, pricing and features. The position requires regular communication via email, telephone, and social media.

Key roles

- Dealer & distributor sales & support
- Consumer customer service & web sales support
- Event staffing and marketing team support
- Significant opportunities for professional development and growth

Responsibilities

- Conduct outbound call and email campaigns to dealers.
- Field and resolve all inbound sales and support requests including at-once orders, availability inquiries, order discrepancies, return authorizations and warranty service.
- Deliver quality customer service and seek to minimize returns/cancellations.
- Accurately enter customer orders and ensure correctness of ERP system records.
- Assist with collections and process credit card payments.
- Attend trade shows and consumer events, assisting with preparations, setup/breakdown & operations.
- Always seek new opportunities and methods for sales, promotion and service.

Ideal Candidate Profile

- Able to listen to, understand and identify customer needs, with a keen attention to detail
- Strong communication, presentation, and computer skills are essential
- Analytical problem solver who will take ownership to achieve resolution
- Respectful to others and conducts themselves with honesty and integrity
- Dedicated and diligent about assigned responsibilities
- Flexibility to adjust to changing business needs and priorities
- Passion for cycling or outdoor sports desired
- Bachelor's degree or equivalent
- 1-3 years of increasing responsibility in a customer service or sales support role
- Computer proficiency, especially with Microsoft Office applications; i.e. Word, Excel, PowerPoint, as well as Salesforce or other CRM applications
- Willingness to travel in the U.S. (<5% of time)
- ZOIC is an Equal Opportunity Employer

Mountain • Bike • Life