

futureshirts

Title: **Sales Assistant - FULL TIME**
Supervisor: **Sales Department Lead**

The Futureshirts Team.

Futureshirts exists to innovate for clients. FUTURESHIRTS is more than merchandise. It is a place to explore potential, obliterate boundaries and push out the edges of what can be. The company looks for people who can grow, think, dream and create. Its culture thrives by embracing creativity, kindness, and service through hard work for a common goal. Futureshirts seeks achievers, leaders and visionaries... At Futureshirts, it's about each person bringing skills and passion to a challenging and constantly evolving merch business.

Futureshirts creates exceptional service and products because its employees listen to exceptional ideas from all parties involved in the process...

Position Overview

The Sales Assistant helps to maintain "Inside Sales" with new and existing clients in order to increase revenue. This position performs design and pre-production duties and functions as an agent between the client, Account Manager, and Futureshirts. A Futureshirts Sales Assistant exists to communicate details and serve the client! The Sales Assistant is responsible for producing profitable revenue by understanding the client's needs and articulating those needs to Futureshirts Art, Production and Shipping Departments, ensuring that both the client and Futureshirts obtain a satisfactory result from each transaction.

Essential Job Functions

- Provide exceptional customer service to new and existing clients, ensuring minimal challenges and expedient resolution to uncovered issues.
- Offer Futureshirts comprehensive services to new and existing clients.
- Assist with helping clients find the goods and products they are looking for.
- Answering queries from customers.
- Oversee the design creation process through collaborations with the client and Account Managers.
- Assist the Account Manager in executing orders according to client requests.
- Have the client approve digital samples before production of the entire order.
- Relay client needs to Futureshirts staff via clear, established modes of communication.
- Monitor production logistics to ensure products flow through process as anticipated.
- Monitor shipping logistics to ensure products ship to client as anticipated.
- Notify Futureshirts management of pending or ongoing production or shipping challenges in order to initiate intervention and assistance.
- Follow up with past and current clients to ensure satisfaction and quality.
- Research new products, techniques, designs, trends, etc. and report those to Futureshirts.
- Reports directly to Lead Account Manager.
- Assist account management team with day-to-day tasks and client management.

Requirements

- Has a high desire to produce quality products, communication and service.
- Start designs and provide design ideas
- Spend appropriate amount of time studying industry trends in order to stay relevant.
- Enter orders information completely and accurately.

- Support positive and productive communication with clients, Futureshirts staff and subcontractors.
- Able to work as part of a team and assist Sales and Production Roles
- Reliable, hardworking, enthusiastic, with the ability to multitask and work comfortably in a fast paced environment.
- Ability to problem solve and develop solutions to challenges that may arise
- A commitment to excellent customer service.
- Strong attention to detail
- Smile & have a friendly and engaging personality.

Other Skills/Abilities

- Strong interpersonal communication skills.
- Strong time management / organizational skills.
- Appreciation for contemporary fashion trends.
- Understanding of basic accounting/business principles.
- Acceptable abilities to utilize minimally complex computer software.
- Organization
- Excellent written and verbal communication skills.

Education/Training/Experience

- A desire to learn Classic Art, Graphic Art or other Art related field.
- Some experience in Sales or Customer Service
- Desire to grow into a Sales/Account Manager position

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.