



Job Description

## **Sales & Service Specialist**

**Looking for a more rewarding career in a fun, fast-paced environment?** Join the team at HYDAWAY, one of Bend, Oregon's hottest consumer product startups! Our line of collapsible water bottles and drink tumblers are sold worldwide and we need your help to grow our product line, increase sales, and deliver amazing service to our wholesale partners and retail customers.



We have an amazing opportunity to help form the backbone of our small business as the key player in our sales and customer service department. The Sales & Service Specialist will succeed at expanding and improving relationships with our wholesale and retail customers.

The job is two-fold: wow our customers with best-in-class service to convert them into brand evangelists, and build & foster relationships with our key wholesale accounts all over the world through impeccable communication and operational efficiency.

Our ideal candidate is a natural, self-starter that brings a positive energy to all they do, is articulate and precise in their communication (both written and verbal,) and is open to a wide array of opportunities to help our brand grow.

### **Roles & Responsibilities**

- Monitor our B2B, Shopify, Amazon, and Kickstarter platforms for orders and customer questions
- Submit orders into our inventory management software and monitor tracking
- Monitor and manage our central phone number and email address
- Process customer returns & replacements
- Maintain sample inventory and ship samples to buyers and media as requested
- Be the point of communication to external sales reps and international distributors.

- Communicate promotions and update inventory levels to wholesale accounts
- Proactively research and reach out to wholesale accounts across a variety of sales channels
- Assist in managing A/R and any bookkeeping questions that come up
- Monitor and respond to online customer reviews
- Collaborate with the internal team to ideate solutions to improve efficiency, productivity, and quality of our customer experience.

### **Skills Required**

- 2+ years of experience in a sales or service role within a consumer product company (startup experience preferred)
- Strong attention to detail and command of the English language
- Strong writing, typing, and verbal skills
- Friendly, outgoing nature
- Desire to help grow the brand by being creative and proactively solving problems
- A strong understanding of technology and open to learning new software platforms in a Mac environment
- Ability to travel as needed
- Desire to get the job done in a timely manner without sacrificing quality

### **Compensation**

- FTE Position
- \$15 - 20/hr DOE
- Opportunity for sales commission after three months
- Start Date: Immediately

### **Extras**

- Hands-on experience with a growing DTC brand
- Significant potential to grow within the company
- Flexible remote working policy
- Non-stop learning opportunities in sales, digital marketing, and small business management to enhance your career path
- Positive culture and team full of passionate people who love innovation, sustainability, and making the planet a better place to live

