



## Job Description: Sales Support Associate

We are seeking a high-energy, well-spoken, and extremely organized Sales Support Associate for a full time position on our team.

From our beginning, as organic farmers, we deeply understand and care about the quality of our ingredients. Support and investment in sustainable farming helps us create our responsibly sourced, high quality, and delicious wellness. Our products provide layers of flavor to our customer's lives. They are developed with clean, natural, and premium ingredients, providing Naturally Complex Nutrition™ to help develop a Strong Active Life™.

The Sales and Administrative Associate handles important administrative tasks, such as order processing, customer, distributor and account maintenance. They act as an extension of the sales team and management and point of contact by phone and email for customers orders, samples, meetings and enquiries. They help plan, book, manage, organize and attend trade shows and customer in-store demonstrations. The Sales and Administrative Associate develops, implements, monitors and responds to our social media channels. An efficient sales support associate contributes to quality customer service and helps the sales team grow the business. Additional responsibilities include ensuring the accuracy and uniformity of company documents along with general administrative needs.

This position reports to the CEO and also works with the CFO and Sales Account Managers. This position is located at our Norcross, Georgia location. The Candidate must have their own transportation and be willing to work flexible hours that occasionally include evenings and weekends. Occasional overnight travel may be required during trade shows.

### Responsibilities

- Manage and fulfill new customer materials and samples
- Conducts inbound and outbound customer calls
- Assist with customer orders, order entry, office administrative support, deliveries, and queries
- Assist with social media outreach
- Perform in-store demonstrations
- Manage and organize trade shows

### Qualifications and Experience

- Ability to write with excellent verbal communication before groups of customers.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, weights, area, circumference, and volume.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Proficient with computers and knowledge of Windows, Microsoft Office, G Suite, Quickbooks, and CRM applications.
- Ability to perform a variety of tasks simultaneously.
- Flexibility to change daily job functions as required by facility.
- Ability to work independently as well as under immediate supervision.
- Ability to lift and/or carry up to 40 pounds occasionally (trade show materials, demonstration samples, and deliveries).
- Two to five years customer experience.
- Technical certificate and/or college degree preferred.

Dress Code: Professional attire.

We are an equal opportunity employer and operate a safe, drug free, and smoke free workplace. We offer a competitive hourly rate and benefits after a qualifying period to full time employees.