



Job Title*: Sales and Customer Service All-Star

**we're not really into titles, but you probably wouldn't have read this job description without one*

Company Overview: WTF is Kaleidosports?

Our history

What launched as a hockey equipment retailer in August 2014 morphed into Kaleidosports' current form by early 2016. Today, Kaleidosports operates two sporting goods ecommerce websites out of Kitchener, Ontario:

- **JerseysMadeEasy.com**, a custom team uniform company for rec sports and general apparel
- **InfinityGoalie.com**, our own brand of custom hockey goalie equipment

We're an extremely small company: founder, 1 part-time employee/advisor, half a dozen reliable manufacturers and another half dozen kick-ass freelancers/contractors.

What we do

So, what's our company's role? At our core we have 3 primary reasons for existing:

- **Customer Service** We're the captain/coach of every order. We take charge to get shit done
- **Sales and Marketing** Why don't our manufacturers just cut us out? No one finds customers like us and even fewer treat them the way we do
- **Logistics** We do tireless background work to make buying as easy as a few clicks and manufacturing/fulfillment instructions as straightforward as a grocery list

Where we are heading

Every year since our inception we've grown 40-100% over the previous year. This is only the beginning.

We're constantly improving our sales process, expanding our product lines, and finding unique value-adds to create an unforgettable customer experience. Finding world-class people to join our team is the next step in reaching our objective to be a leader in both the custom apparel and sporting goods industries. The hiring doesn't stop with you: we're aiming to build out a full team of sales/customer service all-stars in the coming years.



Job Tasks: What's a day in the life look like?

As full-time employee #1 you'll be called on for a wide range of tasks. We are 100% invested in helping you succeed at the highest possible level.

Primary responsibility: dealing with people

- **Inbound Customers:** Most customers contact us before purchasing. It's your job to field emails, phone calls, and live chats not only to answer their questions, but to close the deal. Your job is not answering questions: your job is providing solutions and solving problems.
- **Vendors:** You've got to keep in constant contact with them to output exactly what the customer wants within the timeline you've promised

Secondary responsibility: advancing the sales process

- **Customer psychology:** How can we better communicate to customers? How often should we follow-up? We'll be looking to you for input on how to close more sales
- **Training:** If we're fortunate enough to need another one (or ten!) of you how can we to get them up to speed faster than you did?

What's in it for you?

- **Full-time position beginning with a flexible start date (between March 11 and May 13)**
- An unparalleled opportunity to join a young, growing company at the ground floor
- Work location: 1601 Victoria St. N., Kitchener, Ontario
- Compensation: salary (\$40,000) plus bonus (\$0-\$4000), basic benefits, and automatic raises on first and second work anniversaries
 - There is ample room for growth. Compensation will be re-evaluated regularly
- Work hours: 9-5:30, M-F
 - Once probationary period has passed there is some flexibility to occasionally work from home as well as some flexibility on hours

Company Culture: What's it like working with us?

We all have different work styles, but here are a few things we refuse to compromise on:

- ***Positivity and patience always win*** Customers and vendors are more likely to stay on your side if you stay on theirs
- ***Work hard, but don't burn out*** You can't be afraid to stay late if growth comes faster than we expect it, but you also need to know how to pace yourself...we want you here a long time
- ***There's always a better way*** Don't stop at the instructions you're given: analyze them critically to constantly improve the process



Character Traits: Who are you?

You should relate to most or all the below statements:

- "I never settle for good"
- "I care more about the best solution than I do who gets credit"
- "When something goes wrong my number one priority is solving the problem: getting upset is a waste of energy"
- "I'm okay with not seeing outcomes until 6-12 months after putting in the effort"
- "There is nothing I can't do"

Skills and Training: What can you do?

These are what you'll need to excel in this position:

- Post-secondary education (any major)
- 0-5 years "real world" experience
- Exceptionally strong written and oral communication in English
- Extremely strong attention to detail: we're working with a lot of custom products and if you mess something up, you usually can't undo it without starting over
- Extremely organized to manage timelines, customer notes, and call/order logging across dozens of in-progress orders
- Ability to prioritize tasks: some customers are in more of a hurry than others
- Extreme patience: many customers waffle back-and-forth for months before ordering
- Basic math skills: calculate timelines and quote orders accurately and swiftly
- Strong proficiency in Microsoft office
- Strong computer literacy to learn/work with: Shopify, Dropbox, Gmail and more
- Class G License

If you have any of the following please highlight them in your application as they are "nice-to-haves":

- Adobe Illustrator experience
- Sales training/experience
- Customer service experience (please specify if in-person, email, phone, live chat, and/or email)
- Knowledge/experience in the promotional product or custom apparel business

If you're not a hockey or sports "person" it WILL NOT be held against you in the application process.

Legal stuff: Kaleidosports is an equal opportunity employer and is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity or testing, please advise us if you require accommodation.



Application Process: So you still want in?

- Please read carefully: any applications not following instructions will not be considered
- All applications must be submitted through the following Typeform page which we estimate will take 20 minutes to complete: <https://www.jerseysmadeeasy.com/careers>
 - Typeform will collect your resume
 - NO COVER PAGE NECESSARY: the questions you answer will function as your cover page
- Applications submitted in any other format will not be accepted
- You may email any questions to john@kaleidosports.com, but only do so after skimming through the required questions in the Typeform
- Application deadline: Thursday, February 7, 2019 @ 10pm
- Successful applicants will be contacted within 5 business days of applying and asked to schedule a phone interview between February 11 and 15. Leading candidates will then be selected for an in-person interview.