



## Trust Performance – Demo Manager

### **Why are we here?**

We're obsessed with helping people live a better, healthier, and more fulfilling life. We offer products that make people's lives better through moments they work so hard for, and the activities they live for.

The question "why?" drives us. We're unafraid of new challenges, we constantly challenge ourselves, each other, and the status quo. We keep it loose, living for the good times and working hard to make them happen.

If this sounds like the type of company you'd like to be a part of, then we'd love to hear from you.

### **What's the role?**

We're looking for a Demo Manager to work out of our Salt Lake City, Utah office. This is a great opportunity for a positive energy and experienced candidate who has a track record of setting up, overseeing, and traveling to outdoor sporting goods product demo events.

As a Demo Manager at Trust Performance, you will primarily be charged with hiring and managing other demo drivers, planning driving routes and demo locations with our marketing manager, overseeing demo bike, truck and trailer buildout and maintenance, suspension rebuilds and tuning, and spreading the Trust vibe to the riders of North America.

We're a growing company – we all wear a lot of hats and chip in where we can, so on occasion, you may need to help in ways that we don't even know yet. This role also works closely with our customer and product service, sales, and marketing teams.

### **Who are you?**

A person who is comfortable talking with and is driven to help people of all ages and from all walks of life. A self-learning, question asking, open to any idea kind of person. Fun. An athlete, even if only at backyard olympics. You thrive in the great outdoors where things move fast and weather rarely cooperates. You aspire to help our customers get the best experience from Trust possible, to fall in love with our brand philosophy and have their minds blown by great product. You are a reliable and self-motivated a team player, who's able to work without close supervision. You take ownership of your projects and are driven by a need to leave things better than you found them.

**What you need to be great at:**

- Having; a strong sense of brand, a working knowledge of the nuance surrounding human perception, empathy, interaction, and the ability to innately convey and teach your direct reports to convey Trust's brand values internally and during external interactions
- Prior success in a supervisory role
- Prior success as a demo driver for an OEM manufacturer of frames or components in the bicycle industry
- Prior success as a demo driver for bicycle suspension consumer products brands is a plus
- Bicycle mechanic skills including at least 2 years of full-suspension mountain bicycle or motorcycle assembly and service experience
- Prior experience with suspension damper service at and OEM level is strongly preferred
- Ability to back up a 24' long truck with a 30' long trailer without damaging either
- Fluency in MS Office software package
- A willingness to identify when a problem is outside of your area of expertise, and ask for help
- Ability to hold people accountable, and in a way that's supportive and inclusive, not demeaning and exclusive
- Have a High School Diploma or equivalent experience
- Have demonstrated an ability to manage to a budget
- Have a valid driver's license and passport

**Extra cool if you:**

- Can confidently handle yourself on a mountain bike, motocross bike, or BMX bike, for example; jump 15' doubles, rip laps at the local motocross track, essentially ride the whole mountain in Whistler
- Have suspension damper tuning experience
- Are an outdoor enthusiast in mountain biking, motocross, side-by-sides, go-karting, breaking stuff, etc.
- Have experience managing, working with, and extracting useful data from athletes, both amateur and professional, customers, and co-workers

**Working conditions:**

- Exerting up to 20 pounds of force frequently and or consistently to move objects. Up to 50 pounds of force occasionally
- Walk, use hands/fingers to feel. Climb stairs or machinery. Balance. Stoop, kneel, crouch or crawl.
- Working outdoors, in the elements, in potentially cold, hot, wet, dry, sunny, or dirty and greasy conditions
- Use a computer for long periods of time
- Drive a vehicle for long periods of time

**Salary & Benefits:**

Salary is based on qualifications, experience and is competitive with market value for the position. If you'd like to share your salary history, that helps us get an idea of your goals and expectations, but no pressure.

Our benefits are designed to encourage a healthy balance between work and life. They to make your own decisions about your wellbeing and future. We will offer high value medical and dental insurance to help you and your family get after it without the stress. Trust's financial benefits also include a retirement plan.

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