



**RICHARDSON®**

## **Position: Sales Support and Customer Service Representative**

Richardson Sports, a nationally recognized headwear and apparel manufacturer is looking for energetic and motivated individuals to join our sales support team.

**Who we are:** Richardson is an industry leading designer, manufacturer, and marketer of performance driven athletic, outdoor and lifestyle headwear and apparel. Since 1970 our mission has been to create authentic products that help players and fans enjoy the games we play.

**What we offer:** A wonderful modern work environment with a positive culture that promotes creative thinking and a can-do attitude. Where the desire to grow and improve creates new opportunities and where people are recognized for their contribution to the team's success.

### **Position Summary**

Our Sales Support team is charged with providing excellent customer service to authorized Richardson dealers and distributors in our Team, Corporate and outdoor sales divisions. The Sales and Customer service rep is responsible for processing orders and fielding questions from customers concerning our products, the availability of those products, and delivery times. This position works closely with our sales management team to help accounts find the best solution to a product need or request. The ideal candidate enjoys working independently or as a team to ensure all customer satisfaction with our products and services. We are looking for fun, energetic individuals with strong written and verbal communication skills that enjoy working in a fast-paced environment.

### **Responsibilities:**

- Process a variety of stock or custom make to order purchase orders from authorized dealers and distributors across our three sales divisions.
- Effectively communicate with accounts concerning product information, inventory availability and delivery times.
- Assist customers with problem resolution as needed and cultivate trusted relationships with accounts.
- Work with our outside sales reps and inside sales managers to ensure accounts are getting excellent customer service.

### **Requirements:**

- Excellent written and verbal communication skills.
- Proven work experience as an Account manager, Key account manager or other relevant experience
- Ability to communicate, present and influence credibly and effectively at all levels of the organization

- Solid experience with MS Office and strong computer and key boarding skills.
- Experience in delivering client-focused solutions based on customer needs.
- Proven ability to manage multiple projects at a time while paying strict attention to detail.
- Excellent listening, negotiation and presentation skills.
- Six months to a year of Customer Service-related experience.
- High School Diploma or GED but college preferred

Job Type: Full-time

Pay: From \$15.00 per hour