

## **Sales and Marketing Assistant — Job Description**

The Sales Assistant position will work closely with the Sales team and Marketing. This role will require a candidate with strong written and verbal communication and organizational skills, and it requires a lot of attention to detail. This position will include these responsibilities:

### **Customer Interaction**

Handle inbound customer calls and respond to emails from regular customers. Facilitate smooth communication to enhance customer satisfaction.

### **Sales Order Management**

Input new sales orders into the ERP program and Fulfillment Warehouse system. Prepare order confirmations, arrange shipping, and follow up with customers while managing all sales orders in the system.

### **Fulfillment Warehouse Management**

Create new orders in the FW system and check shipping status daily. Manage all orders and coordinate shipping schedules for products.

### **Payment Processing:**

Regularly check payment statuses and contact customers for payment information. Collaborate with the accounting team on payment-related tasks.

### **Customer Relationship Management (CRM):**

Update and effectively manage customer information within the CRM system to ensure accurate records.

### **Documentation:**

Create supporting documents, such as dealer lists, distributor guides and presentations, as needed to support sales team operations.

### **Research and Support:**

Conduct research to assist the team by providing information such as competitor analysis.

### **Merch:**

Handle clothing merch ordering and quotes, and finding items, with assistance from Marketing

### **Tradeshows:**

Assist with tradeshow planning, ordering and show execution (with support from Sales team & marketing)