

**Job Title:** Customer Experience & Sales Specialist

**Career:** There are opportunities for future career growth based on the needs of the company

**Hours:** 40/week

**Education:** High school diploma or equivalent

**Experience:** Basic technology and computer skills are required. Other experience recommended would include sales, customer service, creative marketing

**Training:** On the Job training is provided

### **Job Outline**

Montana Fire Pits is a national marketing and design company that specializes in e-commerce. The niche... high-end outdoor fire products. As we continue fast-paced growth, our marketing and sales team is positioned to grow as well.

The work atmosphere at Montana Fire Pits is like that of a tech company. We strive to provide an environment that fosters flexibility, innovation, creativity, and putting team members in a position to be productive and empowered. We are self-starters, problem solvers, and brainstormers. Each team member works together to help build a company we're all proud to be a part of.

The Customer Experience & Sales Specialist will be interacting with clients on a daily basis.

This position works directly with the Chief Marketing Officer to plan and set goals for the growth and success of the department. The employee will also work closely with our customer support team in order to help give consistent support, from sale to delivery, and beyond.

### **Job Responsibilities**

- Sales Team
  - Become well-versed in all products we offer
  - Be in direct contact with prospects by answering inbound calls and online inquiries (accounts for approximately 15hrs/week)
  - Maintain a proper pipeline of sales, and actively pursue leads for up to 6 months
  - Work with our integration manager to refine and automate long-term nurture campaigns
  - Create custom quotes for clients
  - Maintain phone system and online answer base
  - Create company responses to online reviews
  - Respond to basic order support inquiries, such as order status
  - Respond to social media messages and comments, helping to build a fun, online culture
- Assist with Creative Content
  - Coordinate product setup on indoor and outdoor stages
  - Set lighting and props to prepare for photo shoots
  - Assist in the filming and photographing of products
- Order Support

- Sometimes after an order is placed, a customer will reach out directly to the person who initially helped them. The customer experience specialist will often assist the customer instead of moving them on to a different department.
- Order status, installation materials, simple answers, etc...
- **Team Efforts**
  - At Montana Fire Pits, we often have new projects or challenges that require additional help, since we are a small team.
  - This means there are always new opportunities to diversify the workload and take on tasks that aren't in the normal job description.
  - Flexibility and ingenuity are key characteristics of our team culture

### **Pay and Benefits**

- Salary + monthly bonus based on overall sales (up to \$1200 bonus per month available)
- Starting salary varies based on applicant's experience and years in the workforce (starts at \$40,000/yr)
- Affordable health plans for employee and family
- Paid time off and paid sick days
- 401K with company matching up to 4% (after 1 year of employment)
- 2 days work-from-home, 3 days in office
- Schedule: Monday-Friday, 8:30am - 4:30pm