

Job Outline

Montana Fire Pits is a successful 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.

Job Title: Customer Experience & Sales Specialist

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

Reports to: CMO & COO

Desired Experience & Skills:

- Computer savvy
- Google suite
- Salesforce (or comparable CRM)
- Customer support and/or retail
- Phone soft skills
- Strong written and verbal communication skills
- Overall flexibility (as we are fast-moving and change happens often)
- Ability to problem solve

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

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.

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 20hr/week)
 - Maintain a proper pipeline of sales
 - Create custom quotes for clients and pursue closing sales
 - Maintain phone system and online answer base
 - Create company responses to online reviews
 - Respond to basic order support inquiries, such as order status
- 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 personally assist the customer instead of moving them on to a different department, when possible.
- 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.
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Pay and Benefits (if full time)

- Starting salary offered based on experience
- Starts at \$42,000/yr
- Monthly bonus (bonuses for this position are based on monthly sales and range from \$500 up to \$1,200 per month or more)
- Affordable health plans for employee and family
- Paid time off
- 401K with company matching up to 4% (after 1 year of employment)
- Hybrid work from home options