



Job Title: Sales Support Specialist

Company Overview:

Blue Goji is a gaming commercial fitness equipment & technology company providing Embodied Health™ (physical, cognitive, mental, and social) to riders through cardio gaming. We are promoting healthy living and building community through cardio equipment for the brain. With GojiPlay® software on cardio equipment (Espresso & CyberCycle Bikes), each game is a portal into a virtual world with targeted neurological benefits.

Job Description:

We are looking for an organized, efficient sales support specialist to be responsible for administrative duties and assisting the sales department in gaining and keeping customers. The sales support specialist's responsibilities include tracking sales leads, coordinating quotes with sales packs, providing customer service, and managing customer accounts. The sales support specialist is also responsible for monitoring sales and the performance of the sales team as well as recording sales data.

To be a successful sales support specialist, you should have good time management and organizational skills. You should also demonstrate excellent interpersonal, communication, and customer service skills.

Key Responsibilities:

- Answering customer inquiries (calls, emails, web inquiries, etc), and following up with customers about their order status. This includes urgent calls, emails, and messages when sales representatives are unavailable, answering customer queries, informing them of delays, arranging delivery dates, and scheduling marketing events.
- Managing customer accounts, following up with customers for administrative purposes, and providing troubleshooting assistance for orders, account statuses, and other problems, with goal of ensuring customer satisfaction.
- Handling unsolicited orders by phone, email, or mail and checking the orders have the correct prices, discounts, and product numbers.
- Creating and processing orders in a timely manner, processing requests for rush orders,
- Compiling a daily list of sales leads, delegating leads to the sales department, and providing sales data and guides to the sales department.
- Collaborating with other departments to ensure sales, marketing, and queries are handled efficiently.
- Developing and monitoring performance indicators for sales and staff members, managing sales tracking tools, and compiling reports.
- Performing data entry tasks for sales figures, metrics, and other relevant information and maintaining an organized and accessible filing system.
- Handling administrative duties for the company and its executives and management teams.
- Scheduling and coordinating key customer meetings, conferences and trade shows.
- Reporting any unusual activity to your supervisors.

Qualifications:

- A high school diploma or equivalent. A bachelor's or associate's degree in marketing, business, or a related field may be advantageous.
- Experience in administration and high-volume office work, especially in the consumer technology, health, wellness or fitness equipment industry may be advantageous.
- Strong analytical, organizational, and time management skills.
- Excellent team working, motivational, interpersonal, communication, and customer service skills.



- The ability to multitask and quickly switch your focus.
- Computer literacy, IT skills, and typing skills.
- An understanding of sales principles and customer service practices.

Benefits:

- Competitive base salary with uncapped commission structure.
- Comprehensive benefits package including health insurance, retirement savings plan, and paid time off.
- Opportunities for career advancement and professional development.
- Dynamic and collaborative work environment with a focus on innovation and creativity.

Join Blue Goji and be part of a dynamic team that is shaping the future of fitness! If you are passionate about sales, fitness, and making a positive impact on people's lives, we want to hear from you. Apply today to embark on an exciting journey with Blue Goji. Email jobs@bluegoji.com with cover letter and resume if interested in applying for this role.