

# ASTRAL®

Astral is a growing manufacturer of technical outdoor products with deep roots in the paddling and outdoor community. We are committed to building the best performing products, and we are focused on building them in the least toxic, lowest impact way. We are paddlers, hikers, runners, and riders working together to create cool stuff, serve our customers, and have fun along the way.

Astral's mission is to design gear that elevates the human experience in Nature, made consciously to preserve clean soil and water.

## **Position: Customer Support Representative**

### **Supervisor: Sales Manager**

In this position, you will provide service to the sales department and our customers, by performing all customer service activities with a focus on delivering the ultimate customer experience. This includes answers service calls from wholesale and direct customers, maintaining good relationships, assessing current client needs, providing support as needed, and generating sales.

### **What You'll Do**

- Develop and maintain a knowledge base of the evolving products and services
- Assess current client's product needs and direct them to the right product
- Coordinate and execute service activities in the direct channel, such as answering calls, resolving service requests, product renew/loyalty program, maintaining client files/orders and handling day-to-day client requests
- Provide support for wholesale accounts, which includes (but not limited to) order mechanics, new dealer inquiries, MAP monitoring/ enforcement, EDI orders, sample distribution, price book awareness, trade show scheduling, dealer locator maintenance, and weekly ship queue review.
- Process orders/revisions, dealer returns and resolve issues in a timely and accurate manner
- Maintaining a positive, empathetic and professional attitude towards customers and fellow teammates at all times
- Responding promptly to customer inquiries and communicating with customers through various channels and media sources, to include [info@astraldesigns.com](mailto:info@astraldesigns.com) and [sales@astraldesigns.com](mailto:sales@astraldesigns.com)
- Provide clerical and administrative support to management as requested
- Assist with inventory management
- Works on special projects as required
- Assist with direct sales in our showroom to walk in customers

## **Required Skills**

- Associate Degree; or equivalent job experience
- Prior experience in customer service
- Must be knowledgeable with MS Office, especially Excel
- Strong written, verbal and interpersonal communications skills
- Detail oriented and works with a high degree of accuracy
- Critical thinker with problem solving skills
- Excellent organizational and time management skills including ability to organize time and work on multiple tasks simultaneously
- Demonstrates initiative, is conscientious and provides complete follow-through on areas of responsibility
- Self-motivated and able to thrive in a fast-paced environment
- Ability to prioritize, organize and deliver projects to completion
- Willing to help in any way with any job for the benefit of the department and team
- Prior experience in the Outdoor Industry is preferred

## **Equal Employment Opportunity**

All qualified applicants will receive consideration for employment without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability, or any other factors prohibited by law.