

Document Name: Sales/Customer Service Rep Job Description		
Rev. No. 000	Authored: Phil Lehman/ Jake Jones	Approved by:
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Sales/ Customer Service Rep

Advanced Composites, Inc. (ACI) is seeking an energetic Sales/Customer Service Rep to grow with our company. This position is full-time, Monday through Friday 8:00 am to 5:00 pm. At ACI we have 90 full-time employees working together to manufacture composites products for aerospace, military, prosthetic, industrial, and recreational markets. In the recreational market we supply top-quality outdoor gear to people all over the world. As a member of our sales team, your primary responsibilities will be with ACI's outdoor brands: Wound Up Composites and Cataract Oars.

Responsibilities

1. Act as the primary contact for ACI product inquiries, purchases, and all other issues that may arise by both email and phone for Cataract Oars, Wound Up Composites, ACI Pin Rings, and other items as they are developed and released for sale.
2. Understand and effectively communicate accurate information about ACI's programs, products, and services to customers by both phone and email.
3. Handle all warranty issues for ACI product lines by issuing return authorization numbers, coordinating returned product inspection, and completing all required paperwork associated with returns.
4. Communicate all known customer or product issues to ACI sales team to continually improve product and customer satisfaction.
5. Build mutually beneficial collaborative long-term business partnerships with dealers and customers.
6. Input sales orders, price changes, and pricing tier adjustments for products and dealers as needed.
7. Generate SKUs and Barcodes for all necessary product items.
8. Perform, track, and report monthly sales for ACI products.
9. Act as the expeditor for shipping ACI products as needed.
10. Attend product trade shows and events as needed to promote ACI products and work to expand dealer network.

Qualifications

You may be right for the job if you:

- Are an outgoing skilled communicator in both written and verbal form.
- Have 1+ years of experience in customer service (in-person, telephone, and/or electronic) with proven track record of excellent customer care. Or equivalent.
- Can multitask and manage time in a fast-paced work environment.

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- Are proficient with QuickBooks and have a working knowledge of excel.
- Want to grow with a fun and active company.
- Enjoy cycling and water sports (huge plus).

Compensation

This position is for full-time employment. The Sales/Customer Service Rep compensation will start at \$16 an hour for the first 3 months. After 3 months, we will evaluate performance for continued full-time employment which includes full employee benefits.

Benefits of full-time employment at Advanced Composites, Inc. include:

- 2 Different Competitive Health Plan Options
- 2 Different Dental Plan Options
- Paid Time Off
- Catered Luncheons
- Excellent 401K Match and Profit-Sharing Opportunity
- Uniform and Laundering Service
- Bonus Reward Programs
- Summer and Christmas Parties
- Onsite Free Gym Access
- Charitable Events, and more!

Advanced Composites, Inc. is an Equal Opportunity Employer.