



Sales Support Specialist

Date 24/05/2022

Location: Nenagh Road, Thurles, Tipperary

Company: RPM Power - Fitness Equipment Company

12 month contract | Full Time

RPM Power has been providing high-quality strengthening & rehabilitation products to its customers worldwide for over 22 years. As a family run business, we pride ourselves on delivering 'best in class' customer service to ensure we provide memorable experiences for customers.

Job Summary

We are seeking a sales support specialist who will assist in sales procedures, including marketing, customer support and managing our client base of distributors. The ideal candidate will manage customer queries, solve sales-related problems, create & track orders, investigate shipping issues and manage vendor accounts.

This is a full-time position and offers the opportunity to gain exposure to other aspects of our business (for example; direct and indirect product sales and product marketing).

Role Responsibilities:

- Responding promptly to customer inquiries through various channels: rpmpower website, Amazon, Whatsapp, phone, social media and customers in our on-site store
- Acknowledging and resolving customer complaints should they arise
- Liaising with colleagues in a cross-functional team
- Gathering metric and providing feedback on the efficiency of the customer service process
- Ensuring customer satisfaction by providing professional and efficient customer support
- Maintain and expand our vendor client base

Skills & Competencies Required:

- Customer Support/Service experience
- Computer Literate. Particularly in Sage and Zendesk (*preferred but not essential*)
- Basic Knowledge of fitness industry (*preferred but not essential*)
- A willingness to develop an in-depth understanding of our products to allow you to engage effectively with customers and take advantage of upselling opportunities
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems and practices (*preferred but not essential*)
- Excellent communication (verbal and written), interpersonal, problem solving skills and dedication to customer satisfaction
- Ability to multitask, prioritize, and manage time effectively

**Compensation Details**

- Competitive salary
- Performance bonus
- Flexible working (in alignment with our core hours)
- Career progression opportunities
- Discount on RPM Power products

Are you the ideal candidate for this role?

Email your CV to miriam@rpmpower.com by 13th June 2022

And we'll be in touch.