



Sales Support Specialist

Jewett Cameron is looking for our next great Sales Support Specialist. This role is responsible for a variety of administrative duties necessary to run an organization efficiently.

A successful candidate is an open-minded, inquisitive individual who enjoys a collaborative work environment where their contributions are valued, beyond the product of their work. They will be detail oriented, and enjoy partnering across Jewett Cameron and with our customers, to help us stay on our current growth trajectory.

As a member of the sales team, the primary role of the Sales Support Specialist is to work closely with sales, operations, accounting and other administrative team members to drive increased sales results for our customers through proactive communication, timely execution of sales related activity and coordinated teamwork.

Founded in Oregon in 1953, the Jewett Cameron Company strives to develop and build premier products in fencing, pet home, and outdoor living. We are guided by our defining principles of crafted, stewardship and legacy. As such, we apply the same care in developing our products as we do investing in our people, our partnerships, our environment, and in the communities where we live, work and play.

Responsibilities

- Partner with customers, and their support teams to resolve issues, provide updates, and generally provide a more seamless relationship with JCC
- Develop relationships with customer's vendor support departments
- Timely problem solving solutions to address customer service issues with external accounts and with internal departments
- Seek continuous improvement and knowledge through interface with customer portals
- Assist in new customer set up
- Completes New Item Setup
- Assist in implementing price changes
- Promotional Maintenance: entering and submitting promotions
- Manage compliance of agreements negotiated with customers
- Customer Maintenance - responsible for keeping customers and internal JCC partners up-to-date on processes and changes

- Assists sales team with additional administrative tasks, including but not limited to special customer requests
- Partner across the organization to resolve customer issues
- Additional tasks as assigned

Ideal Candidate Requirements/Qualifications

- Strong computer skills; in Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook
- Associates Degree is preferred but not required
- Advanced Customer Service skills, including proactive problem solving
- Ability to effectively communicate with upper management within our company as well as with vendors on any issue which may arise from order issues to deduction/repayment
- Excellent written and verbal communication skills
- Willingness, ability and flexibility to work independently and as a team
- Deadline driven
- Discretion and good judgment
- Accuracy and sensitivity to detail
- Professional work attire and crisis management

Physical Requirements – Work Environment

- This role typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties.
- The noise level in the work environment is typical of that of an office. Frequent interruptions may be encountered throughout the workday.
- The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds.

Jewett Cameron offers a competitive salary and a rich benefits package including:

- Medical, Dental, FSA and Employer funded HRA
- Profit sharing and an exceptional 401k match
- A family-friendly team with generous and flexible PTO
- An environment dedicated to ongoing learning and professional development