



Job Title: Inside Sales Coordinator – Promotional Products
Location: San Marcos, CA
Status: Full-time, Exempt
Reports To: Sales Manager and VP Sales – Promotional Products
Compensation: \$50,000 - \$60,000 DOE

The Company

Totally Bamboo is the leading designer and manufacturer of specialty bamboo housewares products headquartered in San Marcos, California. We designed and launched the world's first bamboo cutting board in 2000 and have continued the tradition of innovation in the bamboo products category with everything from bamboo director chairs to a wide variety of cutting, serving, and storage items that showcase the natural beauty, durability, and sustainability of bamboo.

Job Summary

The Inside Sales Coordinator will be responsible for customer care, order review, order processing and general relationship building. This position will assist the company's buyers through the entire order cycle, answer questions in a timely manner and maintain a positive, helpful attitude when handling requests. Customer interaction will be on the phone and via email.

The Inside Sales Coordinator works with customers to customize our unique bamboo products, help them through the proof approval process, and follow the order through to shipment. The position will work closely with Credit & Collections to establish credit on new accounts and manage accounts which are past due. Regular sales outreach to existing customers and prospects will also be required.

This position works within a fun and casual, but very fast-paced environment where new information is received constantly and must be processed quickly and accurately. Must be detailed oriented with the ability to handle multiple tasks with a high level of accuracy. Occasional travel may be needed for client meetings and tradeshow.

Benefits include: company contribution to employee's health insurance premium, available dental and vision insurance coverage, an FSA plan, a 401k plan with matching, company provided basic term life coverage, and paid time off (for vacation, sick leave, etc.) in addition to other paid holidays.

Required Qualifications:

- A minimum of 5 years of experience in a Customer Service or Sales Support role.
- Excellent interpersonal, written and analytical skills.
- Proficiency using MS WORD, EXCEL.
- Detailed oriented – you must be good at managing a great deal of information.
- The ability to work with little supervision in a fast-paced environment.



Preferred Qualifications:

- Prior work experience within the Promotional Products industry
- Bachelor's degree
- Background in sales
- Experience supporting employee sales staff and non-employee sales representatives
- Experience using MAS/SAGE accounting software or similar ERP system