Mosaic Cycles Dealer & Customer Service Specialist

Mosaic Cycles is excited to open a new job position. The Dealer and Customer service Specialist is a new role within the organization that aims to create more resource within the Sales and Marketing department for growing frame sales and overall revenue. The position reports directly to the Brand and Accounts Manager and ultimately to Managing Partner Aaron Barcheck. The hiring timeline is for this role is to start by the end of Q1 2024 is not sooner. Below is an outline of job responsibilities. To be considered please send a resume and cover letting explaining why you’d be the best fit for this role to jobs@mosaicycles.com

The job responsibilities are outlined, but not limited to, the below.

* + Communication
    - Work in support of Mosaic Brand & Accounts Manager in fulfilling the yearly sales forecast by supporting sales needs.
      * Assist in sales tracker data entry and monthly sales reporting.
    - Serve as contact liaison for communication between Mosaic Dealers and production /finish department.
    - Answer Mosaic shop phone, directing calls to appropriate personnel, answering potential sales questions, assisting as needed.
    - Respond to info email inquiries with potential sales questions and customer service needs
    - Create return authorizations for damaged and incorrect products, creating delivery timelines and seeing that returns are delt with in a timely manner.
    - Help team put out fires on the “fire list”.
  + Order collection, entry, and delivery
    - Work with Mosaic dealers and customers to finalize all aspects of any given order.
      * Work closely with Dealer base to recommend the best mosaic products for a given project, guiding the dealer through the Mosaic order process while getting the project to close in a reasonable timeline.
      * Facilitate order form entry from dealers making sure that all information needed is collected and makes sense for a given build.
      * Create finish work template design drafts of paint layouts to assist dealers and customers in choosing finish options in a timely basis.
      * Interpret customer fit information and create custom frame drafts based on required needs of individual rider and specific model requirements.
      * Compile final “complete” orders and receive final approval from dealers and collect initial deposit.
    - Schedule timeline planning
      * Deliver completed orders to frame production department lead frame builder as orders are finalized.
      * Keep track of all current projects, setting up work for timely delivery into and out of the shop, ensuring that projects are shipping on communicated timelines.
      * Inventory picking of small components and matching to frame builds upon order in anticipation of delivery to finish shop (forks, headsets, bolts, etc.). Assist buyer in keeping desired levels of component inventory.
      * Communicate with customers updated delivery timelines.
    - Delivery
      * Create final check standards to be applied before assembly and delivery of finished frames. Perform the final check on finished frames certifying that all work has been done correctly in finish is up to company standards.
      * Assist in assembly of frames: headset press, bolts, misc. bits as needed
      * Create final invoices and shipping labels for correct delivery of frames and on time payment.
      * Assist shipping dept as needed.
      * Send out final invoices and collect payment from customers and dealers, assist in cashflow creation.
  + General shop help
    - Assist the marketing department in executing events planning and attendance, dealer visits and other needs.
    - Ultimately everyone at Mosaic is responsible for making our final product live up to the quality standards, expected turnaround times and great customer experience that we set out for ourselves. This requires each tiem member to help where needed.

Skills and experience required

* In-depth bicycle knowledge and product recommendation.
* Team oriented attitude and participation, great communication and customer service skills.
* Problem solving, organization, cleanliness, and high attention to detail.
* Gmail/ Google Docs/ Google sheets/Excel, Adobe Illustrator, Bikecad, QuickBooks online, Acrobat

Compensation

* 45-55k starting Salary based on experience, plus sales bonus structure tied to forecast growth.
* 50% company health insurance benefit contribution (available after 30 days of employment)
* 2 weeks paid personal time accrued through hours worked, paid sick leave accrued based on Colorado state law.
* Mosaic employee frame pricing and industry component access after six months of service.