SALES ADMIN

At BLK BOX, our sales team is made up of experienced coaches, athletes, consultants and engineers who advise a wide range of clients across the world on how to design their gym facilities. We are deeply client centric and design every facility with a user-centred design methodology, assessing the needs and training philosophies for both our clients and their clientele. If you are passionate about providing unparalleled, world class client experience and live and breathe performance, check out the winning criteria below:

**What you’ll be doing:**

* Contributing directly to our 2022 offline sales team targets.
* Working with our sales team to provide all necessary support and assistance to them and drive positive company sales results.
* Performing administrative maintenance tasks such as CRM upkeep, documentation creation and arrangement to assist both our Sales Consultants and Business Development Managers.
* Assisting with new and returning client enquiries such as ETA’s, stock enquiries, product enquiries, facility consultations, walk-in sales etc.
* Communicating with clients about their orders, including any delays or changes in delivery.
* Preparing quotes and gym facility layouts using our software.
* Increasing client satisfaction and building loyalty through providing amazing and personal client support.
* Ensuring there is a high level of responsiveness to clients’ needs at all times.
* Dealing with any client complaints and resolve the issue as necessary.
* Developing your knowledge of BLK BOX products and the overall market, to provide authoritative advice and insight to both clients and colleagues.
* Continually communicating and coordinating with internal departments.

**What you’ll need:**

* Experience working in an administrative and/or sales-oriented support capacity.
* A genuine consideration for providing the industry's best possible client experience.
* Positive energy and the ability to build rapport through all forms of communication i.e., telephone, email, face to face meetings etc.
* The willingness and motivation to go above and beyond for our clients.
* To be highly methodical and take ownership of a project, seeing it through to completion with the highest attention to detail.
* Ability to build and maintain good working relationships across internal teams and key stakeholders.
* Ownership, when working independently in a time sensitive environment, to ensure client satisfaction.

**What we look for:**

* Adaptability, no two days are the same in BLK BOX and often we have to step out of our roles to get the job done.
* Strong team mentality. At BLK BOX, we value teamwork above all else.
* A trouble shooter, with a solution orientated approach.
* A ‘can do’ thinking outlook, meaning you’re always keen to excel and progress with the company.
* The ability to lead from the front, motivate and demonstrate our brand values.
* Passion for self-learning and personal development.
* Ability to work in high pressure, deadline driven situations.
* Passion for the fitness industry and the success of BLK BOX.

**What BLK BOX can offer you:**

We are a dynamic, forward-thinking company leading the industry in fitness equipment manufacturing. We are a team of like-minded individuals who are all on the mission of inspiring and improving the worlds athletes. We have a high-performance culture which fosters teamwork and accountability, plus you get some pretty cook perks as well:

* Free access to our fully functioning showroom gym.
* Free on-site parking.
* Enjoy your birthday off each year!
* Unlimited amounts of premium coffee from a local roaster.
* Fresh fruit available.
* Discount on equipment, apparel and accessories.
* Free access to professional development books and educational resources.
* Quarterly team days, with activities and team lunches.
* Health Care cash plan with physical and mental wellbeing support resources.
* Fantastic training opportunities and long-term career progression.
* Annual rewards and recognition are provided for superior performance.