

SOUTHERN CALIFORNIA SALES ASSISTANT JOB DESCRIPTION AND REQUIREMENTS

Found Rentals Sales Assistants are go-getters. They have a work ethic like nobody's business but aren't self centered. They are confident, excited, and ready to take on the world, all while being a team player. Giving clients a vision is their passion. Being a motivated team player is second nature.

They are passionate about setting expectations. They definitely want the client to hear "yes" and "of course" all the time but they only promise what they can deliver with excellence. They are passionate about happy customers and they deliver incredibly excellent service.

Helpful is their middle name. When they answer the phone, they really care about the person on the other end of the line. They infuse personality and enthusiasm in every call. Consistency is the name of their game; no lofty pie-in-the-sky suggestions that can't be achieved. Found Sales Assistants are all about working as a team to create successful, beautiful, incredible events for their clients. They do that by thinking through design challenges, being mindful of delivery issues that may crop up, and helping clients to know what to expect from Found.

When communicating with clients they make great suggestions and let the collection speak for itself while really listening to the clients needs. That is reflected in all of their communication. They think to ask how the client will use the obscure-out-of-the-way spots at a quirky venue, recommend a lighting company that will really add to client's event, and call someone up when Jeni buys a new piece that would be just perfect for them.

They work well with others and support the team they are a part of. When something is unclear, they ask for clarity. They understand the team goals and thrive from meeting them. Bringing fresh ideas to team meetings are strongly encouraged and they take on the responsibility with delight.

Follow-up is also a huge deal to this position. They make sure clients have just what they need. They are totally stoked about answering questions. They check in to make sure everything is settled before and after an event. Clients count on them to be on top of deadlines and remind them of what to expect next. They send witty emails when credit cards don't go through, when meetings are missed, or just to touch base. Clients look forward to communication with them.

In the office, the Sales Assistant may be a prankster or comedian but no-matter-what, they treat their co-workers with respect. They are genuinely concerned that they are successful and do everything in their power to foster that goodwill. They are detail-oriented—but not controlling—and they use that to help them excel in relationships.

Deliverables:

- Follow Found Rentals protocol when answering phones and emails.
- Support Sales and Operations Team and complete prescribed tasks to support the growth of Found Rentals.
- Work closely with the Sales + Operational teams to ensure accuracy of event scheduling.
- Maintain customer relationship database in organized and current manner.
- Concentrate on gaining new business, and creating new relationships.
- General office duties (filing, scanning, etc.)

Structure:

- Full time, Hourly, non-exempt employee
- Most responsibilities will occur Monday-Friday between normal business hours at our office/warehouse in Fullerton, CA. Occasional evenings, weekends and light travel may be required.

Did you get really excited reading that just now? Awesome. You should contact us! Send a resume and list of references over to hello@foundrentals.com by Friday, April 12th with your full name in the subject line. We look forward to connecting!