

CUTTER & BUCK®

JOB DESCRIPTION

Job Title: Sales & Showroom Coordinator	Department: Internal HQ
Start Date: August 5th	Location: 175 Westcreek, Brampton, ON

Our Vision: We exist to continuously improve the North American sportswear experience, and our mission is to delightfully serve our customers with high quality products.

Our Culture: We are committed to continuous improvement and eagerly take on new challenges. We value learning, hard work, persistence, and results, all coupled with a positive attitude. We help one another and ask for help to improve our products, processes, and ourselves so that we may delight our customers.

Our Location: Our Canadian HQ is located just west of Toronto Pearson Airport, in the city of Brampton. We are conveniently located near the intersection of the 410 and 407 highways.

Job Vision: Cutter & Buck is quickly gaining ground as a front runner in modern active lifestyle apparel, and we need a Showroom & Sales Coordinator to join our Canadian team to support our showroom operations and all company initiatives during our next growth leap. This position will be responsible for first impressions: showroom presentation, providing delightful in-person customer service, managing our sample library, and supporting the executive and sales teams.

Job Summary and Essential Functions:

This role is responsible for providing support to the Director of National Sales and the External Sales team with a focus on sales and marketing tools. You will be an integral part of ensuring that our office operations run smoothly and successfully support other business activities, including, managing every aspect of our Showroom presentation, and the positive impact it has on our guests. The Showroom & Sales Coordinator is a resourceful, proactive and detail oriented professional who brings a positive disposition daily. Our ideal candidate has excellent communication skills and the ability to switch gears in a fluid and high-paced environment. The ideal candidate has experience in a customer service environment and/or sales administration and a strong understanding of the Corporate Promotional and OMNI business channels.

Commitment to our company vision and culture is paramount. A successful candidate must be able to embrace our 'roll up the sleeves and get after it' work environment.

Cutter & Buck Canada

Send resumes to cbcanadarecruitment@cutterbuck.com

Responsibilities:

- Inside contact and liaison to the Cutter & Buck Sales Team (Corporate and OMNI).
- Coordinate the execution of sales samples and all marketing tools, flyers, and product launches.
- Ensure the Showroom is equipped and up to date with all relevant products.
- Maintain setup of the showroom and handle the incoming samples, which include hanging apparel and steaming them for presentation.
- Coordination of Showroom calendar with Reps and customers.
- Assist in day to day operations of the Showroom.
- Greet and assist visitors when they arrive at the office.
- Provide exceptional customer experience to all scheduled appointments and walk-ins.
- Support the Director of National Sales in planning, organizing and executing all Showroom events.
- Follow office workflow procedures to ensure maximum efficiency.
- Provide administrative support to the Director of National Sales.
- Support the sales team by researching and resolving customer issues.
- Contribute to planning sales team meetings, online workshops, and product development calls.
- Work collaboratively with Sales and Marketing, providing support with the planning and execution of trade shows.
- Represent the company at trade shows & end-user shows.
- Coordinate Cutter & Buck's participation in Partner events, including annual sales meetings and end-user events.
- Register and monitor program initiatives.
- Assist Sales Representatives in developing programs with Distributor program managers.
- Gather, assemble, and communicate back to customers on requested product information.
- Send detailed financial reports to sales agents on a monthly and quarterly basis.
- Send detailed financial reports to top accounts on a monthly and quarterly basis.
- Assist with Cutter & Buck's rebate management where needed.
- Support other teams with various administrative tasks (redirecting calls, disseminating correspondence, scheduling meetings etc.).
- Monitor office expenditures, inventory and place orders.
- Perform basic bookkeeping activities.
- Other duties as required.

Mindset and orientation:

- Adoption of Cutter & Buck's Vision.
- Maintaining a customer-first position while providing detailed and clear support to sales within, and outside of the Brampton showroom.
- Passion to support C&B and employee base, brand and products.
- Ability to organize, prioritize, multitask, and demonstrate flexibility in a dynamic, fast paced environment.
- Possesses the knowledge to anticipate needs and be a driving strength in keeping the showroom offices organized and ready for business.
- Embrace challenges, learn from candid feedback, and be willing to see effort as the path to mastery.
- A keen eye for detail in merchandising and maintenance of our showroom presentation.

Education and Experience:

- Post-Secondary diploma or Bachelor Degree required.
- Excellent interpersonal and communication skills, great independent judgment, and a proactive work ethic.
- MS Office (Teams, PowerPoint, Word, Excel, Outlook) knowledge, including calendaring, Team, and Excel skills in an asset.
- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.
- Strong organization and multi-tasking skills.
- Past experience in retail, sales or an administrative support role is preferred, but not mandatory.

- **Work Environment:**
- High energy, dynamic work environment with a hands on approach.
- On-site daily at our Brampton HQ.