



Customer Service/Inside Sales Representative

Company Description

Founded in 2008 by two Ironman triathletes, ElliptiGO Inc. (www.elliptigo.com) is the brand leader in the elliptical bicycle industry. Combining the best of running, cycling and the elliptical trainer, ElliptiGO bikes provide a fun, comfortable and effective workout experience that eliminates impact on joints while allowing people to enjoy the outdoors. The company's mission is to inspire people and improve their lives by leading the development of this new industry and the sport of elliptical cycling.

Our headquarters is in Solana Beach, California – the heart of the sports and active lifestyle industry. Something interesting happens every week at ElliptiGO, whether it's an Olympian stopping by to ride, a call from a celebrity who wants to get a bike, or a new record set by one of our athletes. Our products have been featured by dozens of major media outlets including *The Today Show*, *Good Morning America*, *The New York Times*, *The Wall St. Journal*, *Runner's World*, *Running Times*, *Competitor*, *Shape*, *Men's Journal*, and *Men's Fitness*, and we continue to attract media attention because of our success. In 2013, *Fast Company Magazine* named ElliptiGO the 6th most innovative company in fitness, behind Nike and Zumba and ahead of CrossFit and Strava. More than 100 elite athletes currently train on ElliptiGOs and they are in use at more than 120 Universities and High Schools across the country. Our products are available in more than 260 retail locations in the U.S. and in more than 20 other countries worldwide.

ElliptiGO's Brand Values

Caring: We genuinely care - about each other, our customers, the work we do, and living a healthy life.

Inspiration: We are inspired by the impact we have on our customers' lives. We work to inspire our customers to become a better version of themselves.

Innovation: Innovation is our lifeblood. Creating compelling solutions to our customers' problems is the fundamental reason why our company exists.

Integrity: We believe in doing the right thing. We believe in creating products of the highest quality that are built to last. We stand behind our products and our people.

Fun: We work hard and we play hard. We enjoy life and are committed to creating a work environment that is open, honest, collaborative, fun and family-oriented

Job Overview

We are looking for a full-time Customer Service/Inside Sales Representative to join our team. This person must be a motivated self-starter who can work independently and is willing and able to perform the many different tasks required in a fast-moving small company environment.

Job Functions

- Answer all incoming phone calls to the customer service line
- Maintain a list of prospects and convert these prospects into new customers
- Assist existing customers with questions, basic technical support and field issues
- Greet and assist walk-in customers and provide high quality test ride experiences
- Oversee the test ride and rental programs
- Assign, manage and follow up with email inquiries and test ride leads
- Manage the financing application process for prospective customers
- Assist the outside sales teams with influencer and ambassador sales
- Assist with administrative tasks, including order processing and order file maintenance
- Perform other duties as assigned

Job Requirements

- Minimum 2 years' experience working in a customer service/retail environment
- Bachelor's Degree from a four year college or university
- Strong oral and written communication skills
- Computer skills: MS Office Apps, data analysis
- Experience with a SAAS ERP system is a plus
- Avid runner, cyclist, and/or fitness enthusiast is a strong plus

Compensation/Benefits:

- Hourly rate dependent on experience and specific skill set
- Opportunity to earn stock options.
- Benefits: Industry competitive (health/dental insurance, PTO)

Apply via email to jobs@elliptigo.com. **Please submit a resume AND a cover letter (.doc or .pdf format)**. Principals only. Recruiters, please don't contact this job poster. Please, no phone calls or visits regarding this job!