



## **We're growing our Sales and Customer Success Team! Join our team of change makers**

At Fairware, we believe we can change the world through the simple act of buying. We provide custom branded products to North America's leading sustainable brands. We do the homework for our clients on ethical sourcing and sustainable materials, so they rest assured that their marketing merchandise lines up with their values. Fairware is a certified [B Corporation](#), and Certified Living Wage Employer.

Fairware is committed to recruiting and retaining a diverse workforce. We value diversity and inclusion and encourage all qualified people to apply. People of color, people with disabilities, veterans, women, and lesbian, gay, bisexual, and transgender people are encouraged to apply.

If we can make this easier through accommodation in the recruitment process, please contact us at the email provided.

If you are looking to join a successful growing company with a great culture, you've found us. Check us out at [www.fairware.com](http://www.fairware.com)

### ***What you'll get working with us:***

- *a full-time, salaried position with benefits after 3 months.*
- *team-oriented environment*
- *professional development*
- *work from Vancouver BC, or remotely North America*

### **Sales and Customer Success Positions:**

Fairware is hiring for our Sales and Customer Success Team to support our growing North American client base. We have fulltime roles open on our Customer Success Team for a range of experience levels. If your skills and experience match some or all of this come join us!

At Fairware, Account Managers and Sales Coordinators focus on customer loyalty and building long-term client relationships by creating engaging, sustainable and on brand presentations and estimates. You help deliver seamless projects that keep our customers coming back.

### **You'll be working on a team to service our clients, and will be involved in:**

- Creating sales proposals and estimates that highlight the business values of our service and products.
- Servicing inbound leads and existing account requests.
- Helping clients align their promotional products with their social and environmental values.
- Dealing professionally with clients, suppliers and vendors to ensure order fulfilment.
- Ensuring sales orders have complete and accurate artwork details, quantities, shipping information and product information
- Maintaining up to date information in our CRM system.
- Participating in team meetings and assisting with special projects when needed.



**What skills and experience you'll bring:**

- You comfortable working in a fast paced, entrepreneurial environment with deadlines.
- You're comfortable talking to customers and helping solve their merchandising needs.
- You are a master of multi-tasking.
- You are creative and have a passion for sustainable products, marketing and merchandising
- You are detail oriented, self-confident, and very, very organized.
- You have great interpersonal skills both in person and on the phone.
- You are fluent in English
- You are interested in social responsibility, environmental sustainability, and sustainable products.
- You are comfortable working in Word, Excel, Outlook and cloud based programs.
- You have at least 2 years related experience doing sales or customer service

**How to Apply:**

Please send us a one page letter outlining your relevant experience and why you want to work for Fairware – attach it to a resume that captures your related experience and email it to [jobs@fairware.com](mailto:jobs@fairware.com) with the words Sales & Customer Success in the subject line. We look forward to hearing from you and would appreciate if all questions are sent via email.

We offer competitive salaries with benefits after 3 months.