

Customer Service & Sales Representative - Marlborough, MA

About Xtraice Home:

Founded in 2003 with the aim of providing an ecological alternative to traditional ice in warmer climates, Xtraice quickly became the industry leader in synthetic ice rinks, with rinks in more than 85 countries around the globe. As we received more and more attention from NHL teams and hockey players looking to train year-round, our engineering department created a program with one specific goal: Crafting a product specifically suited to the technical demands of hockey. The result of that program is **Xtraice Home**.

Xtraice Home is the world's first training-grade synthetic ice designed *by* hockey players *for* hockey players with the approval and licensing of **USA Hockey**. Elevate your game in the comfort of your own home. 24/7, 365 days a year.

Want to join our team as the *Customer Service & Sales Representative*?

Job Description:

Customer Service & Sales Representative
Full-Time, Salaried
Marlborough, MA

Xtraice Home, Inc. is looking for an energetic, outgoing and detail-oriented person who is **passionate about ice hockey** to join our team. **Playing experience is a must**. Our office staff is responsible for helping to ensure the smooth operation of our facility on a daily basis and assisting in administrative matters as needed.

Responsibilities include, but are not limited to:

- Respond to all customer requests for service and assistance in a courteous, prompt, and professional manner
- Strive to meet and exceed all customer needs and expectations in a sincere, professional manner
- Possess the ability to communicate informatively, professionally, and clearly through oral and written communication
- Exhibit the ability to interact and convey information in a respectful manner with both internal and external customers at all times
- Educate customers about terminology and product features to improve product sales and customer satisfaction
- Participate in team meetings and make suggestions for change
- Work with the credit and warehouse teams to provide feedback to our customers regarding their orders
- Maintain a clean and safe environment for patrons and staff
- Assist with other general clerical, administrative and special projects as needed
- Execute policies and procedures professionally and accurately
- Team player

Requirements:

- Bachelor's Degree in a Business Administration related field required
- 1-2 years experience working in a customer service capacity
- Playing experience in ice hockey is highly desirable
- Must have a positive outlook and desire to provide excellent customer service
- Excellent verbal and written communications skills
- Strong computer skills including proficiency in Google Suite, Microsoft Office & Outlook
- Detail oriented, with the ability to seek creative and viable solutions to any given situation
- Weekend availability
- Able to do light physical work

Application Instructions:

Please submit your Cover Letter & Résumé to: info@xtraicehome.com

Xtraice Home is an equal employment employer.