



La Sportiva N.A., Inc.: Dealer Service Representative

Reports To:	Dealer Service Manager
Classification:	Full-time
Location:	Boulder, Colorado (Denver Metro area residents or those willing to relocate only)
FLSA Code:	Non-Exempt (paid salary)
Salary Range:	\$45,000 - \$47,000 DOE plus potential bonuses and a generous benefits package

Job Summary

The Dealer Services Representative (DSR) is a full-time position responsible for Sales Order Management, including but not limited to, territory orderbook, prebook orderbook, order adjustments, backorders, order fulfillment, and credit task. This role is also responsible for providing sales support to the dealer accounts.

Duties and Responsibilities

- Territory Orderbook Excellence: With direction from DS Supervisor, execute cleaning seasonal orderbook - ensure confirmations are sent in a timely manner, update pricing, terming, remove drops/disc etc.
- Credit Tasks: Work with the Finance team on orders unable to ship due to credit tasks - communicate with sales team on order/account hang-ups.
- Manage backorders and order adjustments.
- Dealer Support via B2B: Help dealers navigate B2B platform (NuOrder) - help troubleshoot.
- Orderbook Communication: Pending Order Reports, Backorders, late product etc.
- Manage Forecast Orders: Maintain dealer forecast orders and communicate with dealer/sales team on usage and sell-through.
- Maintain Sales Contact List: Update La Sportiva Sales Reps (tab) on the La Sportiva Contact List when Sales Rep changes occur. Manage Sales Rep access to the Google sheets. Download and save any changes to Google drive. Provide address and contact updates to the accounting team to update NetSuite customer records and contacts.
- Special Projects: Assist DS Manager with special projects when needed.
- Other duties as assigned

Skills and Abilities:

- Communication: active listening, diplomacy, tact, verbal, written
- Customer service
- Emotional intelligence: self-awareness, self-management, empathy, relationship management
- High proficiency in Excel - use CloudExtend to maintain and adjust orderbook
- Time management
- Troubleshooting

Education and Experience:

- Previous customer service experience preferred.

Work Environment

- 37+ hour standard work week requirement
- Office environment with appropriate workspace and equipment needed for position are provided
- Occasional long periods of sitting, walking, and standing
- Position requires regular interaction with a variety of constituents, including team members and vendors

Benefits

This is a full-time, non-exempt position with a schedule of Monday through Thursday 8:00 am – 5:00 pm and Friday 8:00 am – 1:00 pm. We offer a comprehensive benefits package which includes, but is not limited to, the following:

- Company-paid healthcare insurance for the employee and dependents
- 401K retirement plan plus employer Safe Harbor match
- 22 paid holidays, 80 hours of paid vacation, 40 hours of paid personal leave, and 48 hours of paid sick leave
- 12 week of paid maternity leave; 8 weeks of paid paternity leave
- La Sportiva product discounts and allowance
- Wellness/fitness benefit
- RTD Eco-pass
- Up to 2 days of remote work per week after 6 months of employment

How To Apply

Please submit your cover letter, resume, references, and completed questionnaire [here](#). No walk-ins or phone calls, please.

La Sportiva is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Employment decisions are made without regard to race, color, religion, sex (including sexual orientation and gender identity), national origin, age, disability, veteran status, or any other protected status. If you love our mission and products and are great at what you do, come as you are.

About La Sportiva

Our mission is to bring you the best technical products to explore the outdoors. For 93 years we have been producing innovative products and we are looking forward to the next 90 years. Produced and designed in a small mountain town at the foot of the Dolomites, La Sportiva supports 140 families in a unique and enviable environment. Every day the mountains surround the people who handcraft our products. Being mountain based and family run allows us to draw on eight decades of experience handed down through the generations. With this heritage we can focus on the future and meld new technologies, ideas and innovation with our rich knowledge of manufacturing to give you the most amazing products on the market. Products that let you go where you dream to go, do what you dream to do and live how you want to live.

Our goal is to find the ideal balance between life and work while maintaining a thriving business that allows our associates to enjoy life and be proud. We want people to love working at La Sportiva and always be excited to make it a better place to work and feel effective and rewarded. We want to be the company that customers and retailers love to work with and strive to support whenever they can.