



ACCOUNT SERVICE REPRESENTATIVE – BIKE

Do you have a passion for mountain biking, the outdoors and sales?

Serving Western Canada since 2002, Mountain Exposure is built on a passion for the outdoors and a dedication to providing the best service in the industry. We specialize in the manufacturer representation of Outdoor, Ski, and Cycling clothing, equipment, and footwear. Over the years, we have carefully selected and established relationships with brand partners that share our respect for nature, people, and life.

Mountain Exposure is looking for an individual who is experienced and passionate about mountain biking for the role of **Account Service Representative – Bike**. This role is a key part of the Mountain Exposure Sales Team and will work directly with Mountain Exposure Account Managers within the bike division.

Purpose of the Role

This position is responsible for (but not limited to), elevating and growing MTNX brands throughout the Western Canada territory. Extensive travel to connect with the Western Canadian network of dealers to service, educate and excite sales staff to build relationships and stimulate sales are key aspects of this role.

What you will do

Client Relationships and Account Support

- Contribute to the sales growth of MTNX brands within established retail stores in our territory.
- Support the Account Managers with their respective territories and client relationships.
- Communicate with established accounts about orders and delivery cycles.
- Develop and execute a seasonal service visit plan.
- Observing inventory of products and writing asap orders.
- Administering and distributing retail staff pro deals.
- Provide daily, weekly and seasonal feedback and updates to the MTNX management team.
- Responsible for ongoing and positive communication flow to the MTNX management team and the respective brand Customer Service teams.
- Ensuring MTNX service exceeds client expectations.
- In-store sales related projects and other support duties as required.

Awareness, Education and Promotions

- Inspire retail staff about MTNX brands and conduct effective in-store merchandising visits.
- Develop, schedule and deliver engaging educational product knowledge bike clinics and demo events.
- Organize, set up and support of regional event marketing events, outdoor events and tradeshow
- Being an “ambassador” for the brand in-store and on the road
- Set up and running brand promotional events

What you will bring

- A passion for mountain biking, the outdoors and all that Mountain Exposure stands for.
- Proven success in retail store servicing and sales support with outstanding customer service standards.
- Enjoys flexibility, travelling and adapting to life on the road.
- Strong, professional communication, listening, and presentation skills, including verbal and written.
- Excellence in building strong, long-term relationships.
- Self-motivated and energetic attitude.
- Proven attention to detail, organization, prioritization, and time management skills.
- A great sense of humor and ability to contribute to the team culture.
- Adaptable to a fast-paced and changing environment.
- High level of commercial acumen, sound judgment and decision-making skills.
- Display a growth mindset to develop and continually grow.
- Ability to work well in a remote virtual environment.
- Strong digital skill set with social media, sales tools, Google suite, Microsoft Office Suite, CRM systems, etc.

What we can offer you

- An opportunity to work in a driven and fun inclusive culture with a passion for the outdoors.
- A strong possibility that the role may evolve into a permanent position.
- Flexibility.
- A work-life balance.
- Bonus eligibility.
- Perks and incentives for products and gear.
- Starting salary at \$2750/month

Role Requirements

- Located within Western Canada (AB or BC).
- Working remotely from a home office will be required.
- Flexible working hours and weekend coverage.
- Approximately 70% travel within Alberta and BC.
- Valid driver's license and reliable vehicle will be required.

We are an equal opportunity employer and committed to an inclusive and diverse workplace for all individuals. If you are contacted for a job opportunity, please advise us of any accommodations needed to ensure fair and equitable access throughout the recruitment process. All accommodation information will be treated as confidential and used only to provide an accessible candidate experience.

To apply

For more information, please visit us at www.mountainx.ca and submit your cover letter and resume to **info@mountainx.ca**.

This opportunity will remain open until the position is filled.