

customer relations career at molo



molo, based in Vancouver, Canada, designs, makes and distributes unique and innovative products to clients around the world. The design of molo products is inspired by the idea that smaller tactile objects and elements can have a real potency in the physical experience of a space. molo's float tea lantern and paper softwall exemplify ideas of intimate, temporal space making and the original thinking behind all molo products. Float glassware and the soft line of products in particular have received numerous international awards, and pieces within molo's soft collection have been acquired into several museum and gallery collections including the permanent collection of the Museum of Modern Art, in New York.

molo's customer relations team is responsible for handling a wide range of activities including all sales functions and working with senior management to plan and achieve projected sales goals. The team works directly with our customers to deliver product guidance in choosing the appropriate materials and pieces for the spaces they intend to create in order to build success for molo customers by meeting or exceeding their expectations on a consistent basis. The team also works with our international resellers, executing their orders, providing education and training, and at the same time ensuring that the integrity of brand strategies are kept true, carried forward and that relationships are consistently managed and nurtured.

As part of the molo studio you will occasionally work together with the design team to create custom solutions or new variations on existing products. You will help plan and lead sales initiatives to grow our global network of distribution to resellers and direct customer sales, build customer relationships, expand brand awareness and education as well as help with promotional planning for our customers.

Language skills are highly valued, particularly European language skills, as Europe is our largest growing market. The sales positions being offered involve traveling to contemporary design trade shows in cities such as Milan, London, New York and Chicago.

molo is seeking sincere individuals who are gifted in communicating and working with others and are excited to be a part of molo's multidisciplinary and talented team. We are seeking people with energy and the ambition to become truly a part of our world-class company.

Individuals suitable for a sales career with molo will:

- have a post-secondary degree
- be located in Vancouver, BC, and authorized to work in Canada
- have direct experience in sales and a strong affinity for working in sales and customer relations
- demonstrate experience in managing multiple customers with scaled requirements from single transactions to multiple product sales all while tailoring the experience to suit the customer needs
- present oneself consistently, confidently, and eloquently in person, as well as in spoken and written English
- ideally have fluency in either German, Spanish, or French (other languages are valued)
- ability to manage and execute day-to-day sales activities – invoicing, payments, shipping requests.
- be capable and excited to represent molo at trade shows in Europe and the US
- possess a demonstrated interest in contemporary design both in theory and practice
- show ambition to be part of a world class design studio
- bring enthusiasm and energy to this position

Please take the time to visit our website, www.molodesign.com, get a sense of molo's studio and products, our design process and vision. Once your creative passions and curiosities are provoked please send your application to careers@molodesign.com. Applications should be by email only, and include a cover letter, resume, and personal references, ideally in PDF format.

Please note: only short-listed candidates will be contacted.