



Inside Sales Coordinator Forbidden Bike Company – Cumberland, BC

ABOUT FORBIDDEN BIKE COMPANY

At Forbidden Bike Company, we are proud to have a team of individuals who are passionate about riding and contributing to the mountain bike community. Forbidden was created by real mountain bikers with the simple goal of making our vision of the perfect mountain bike.

Forbidden is small, and we want to keep it that way. Our size allows us the freedom and agility to develop the products we want to, with no pressure to follow mass market trends.

POSITION OVERVIEW

We are looking for a high performing Inside Sales Coordinator to join our team in Cumberland and ensure Forbidden Bike's retailers in Canada and around the World have best-in-industry support. In this Full-Time role, you will be supporting the sales team as the go-to person for all operational tasks, from entering orders to creating reports and providing top-notch service to ensure all customer needs are met. If you're a people person who loves keeping things organized, this is the job for you!

We welcome applications from individuals of all backgrounds and identities. We believe in fostering a diverse and inclusive workplace where everyone's unique perspectives and talents contribute to our success. We encourage candidates from underrepresented groups to apply as we strive to build a team that reflects the diversity of the communities we serve. Your voice matters here, and we are committed to creating an environment where everyone feels valued, respected, and empowered to thrive.

This position reports directly to the Sales Manager and is based in Cumberland BC - successful applicant must be able to regularly work from Forbidden's office in Cumberland.

The salary for this position starts at \$55,000 per year.

ROLE AND RESPONSIBILITIES

- Support the sales team within specific sales territory to achieve sales targets
- Support order process from entry to shipping for assigned territory
- Build and maintain relationships with customer base
- Provide customer service and support to dealers, addressing needs and requests in a professional, positive and timely manner
- Communicate with Outside Reps and Sales Management on a regular cadence to provide updates and work collaboratively to drive business in a designated territory
- Maintain and regularly review sales related ERP data to ensure internal systems are always up to date (including but not limited to pricelists, discount programs, dealer listings)
- Proactively manage and review order allocation based on current and future inventory to ensure smooth shipping and effective delivery to retailers
- Work with Outside Sales and Sales Management on forecasting and territory strategy



- Actively balance virtual and in-person call schedule to ensure assigned territory is covered in a timely manner
- Manage North American Direct to Consumer Sales
- Participate in in-person and virtual product training and sales presentations to existing and potential customers

SKILLS AND QUALIFICATIONS

- Self Starter with good organizational skills, ability to manage tasks, be proactive and prioritize work effectively
- Strong communicator across a variety of mediums with an ability to tailor communication style effectively to suit the audience
- Experience with Odoo or similar ERP systems
- 1+ years of relevant sales/sales support experience
- Knowledge of the Bike Industry is a plus

HOW TO APPLY

Please submit a cover letter and resume via email to: employment@forbiddenbike.com

Applications will be received until 3pm May 30, 2025. Only those shortlisted will be notified.

We look forward to hearing from you!

Some benefits to working at Forbidden Bike Company include:

- Staff discounts on Forbidden Bike Company products including mountain bikes
- A culture of work/life balance and lots of time spent on trails
- Opportunity to enjoy Cumberland and the extensive local trail networks and great mountain biking community