

XTRACYCLE INC SEEKING GENERAL MANAGER

Contact: [hiring@xtracycle.com](mailto: hiring@xtracycle.com)

Deadline: 8/30/2010

Xtracycle Inc. (<http://www.xtracycle.com>) is a company dedicated to developing and selling products to people longing to enhance their active lifestyle, and passionately committed to minimizing their environmental footprint. Our company has a rich history in Tucson, and our bicycle conversion kits can be found on bikes all over the world.

Our business is growing and we are seeking an active, motivated, energetic self-starter and creative thinker who loves to sell products that are good for the world, and someone driven by providing outstanding and personalized customer service.

Title: General Manager. Assistant to executive staff who's accountable for phone and e-mail sales and service. Your performance is evaluated based on leads converted, positive customer interactions, orders processed correctly, etc. Our team is highly motivated and energized by measuring our performance as a tool for accountability and success. Your colleagues are real people that are supportive, enthusiastic and fun to collaborate with.

Attitude. Attitude is a big deal. The startup environment can be incredibly exciting, and at times, profoundly challenging and demanding. You are someone that thrives on challenge and stretching of your skills. You are a person that says "yes" more often than not, but you are also an individual comfortable acknowledging when you're in over your head. This part time position will be very full and very rewarding. Opportunities for expansion in this position, and with this company, are available. We have also seen a lot of people come and go – we will put you through a rigorous evaluation period and will not hesitate to give constructive and focused feedback on performance. We expect that you receive feedback well, enjoy the process of improvement in a rigorous yet supportive work atmosphere.

Team. Exec staff will be focused on building partnerships, marketing our brand and our products, developing new products, strategizing with and advising General Manager.

Candidate Qualities:

- natural salesperson with a human touch
- excellent written and verbal communicator
- comfortable with web technology, computer based tools
- a todo list checker-offer, competent multi-tasker
- a born collaborator, who's also comfortable working independently
- passion and commitment to cycling as transportation
- efficient, with a love for finding the optimal path to scale efforts

Time Commitment:

- 9am – 1pm M-F
- 20 hrs/week
- contractor position, un-benefitted
- location TBD, we do not currently have an office in Tucson

Compensation: starts at \$12.50/hr, D.O.E.

Primary Responsibilities:

- Phone Answering/Sales
- Email Answering
- Dealer Program Familiarity/Signing Dealers (phone and online)
- Order Processing
- Communication with fulfillment center about inventory/order questions/etc.
- Purchasing from domestic vendors
- Handling All Warranties, Returns, Shipping Errors
- Manage Phone System/phone routing as needed
- Take messages, forward calls, schedule calls for exec team
- Invoicing, billing, collecting receivables

Familiarity with the following a plus (please make note in a cover letter which of these you've used, or related experience)

- Quickbooks 2010
- E-commerce backends, specifically Magento
- G-mail interface
- Google docs
- Zoho CMS
- Adobe Creative Suite
- Basic HTML
- Mailchimp
- Wordpress

Application Instructions:

Please submit a letter of interest that addresses your personal and professional relationship with entrepreneurship.

In this letter (500 words or less please) please address your proficiency/experience in stated skill sets and qualities we are seeking to find in an ideal candidate.

Please email above letter and your resume to hire@xtracycle.com. Deadline for submissions is 8/30/2010. Please do not contact Xtracycle via phone about this position. Thank you for your interest!

Xtracycle does not discriminate on the basis of race, ethnicity, color, religion, gender (including pregnancy, childbirth or related medical conditions), gender identity, gender expression, national origin, ancestry, age, height, weight, physical disability, mental disability, medical condition, HIV/AIDS status, family care status, veteran status, marital status, or sexual orientation. Xtracycle also makes reasonable accommodations for disabled employees. We value a diverse staff and encourage people of color, people with disabilities, and LGBT individuals to apply.