



Sales Lead

Department: Branded Merch & Print

Position Type: Full Time | Permanent

Salary: \$60,000 – \$70,000

Location: Remote, British Columbia, Canada

OVERVIEW

Indigenous Marketing Solutions (IMS) is an Indigenous-owned creative agency based on Vancouver Island, BC, owned by Naut'sa mawt Resources Group. We provide a full spectrum of communication, marketing, and creative services to First Nations organizations, government departments, Crown corporations, and non-profits. We also develop and support programs that honour Indigenous voices and positively impact Indigenous peoples.

We are looking for a Merch & Print Sales Lead to join our Branded Merch & Print team. This role is focused on driving sales, building strong client relationships, and supporting the overall success of the department. If you are someone who enjoys working closely with clients, understands promotional products and print, and can balance sales with hands-on execution, we'd love to hear from you.

KEY RESPONSIBILITIES

Sales & Business Development

- Drive revenue growth by identifying and pursuing new business opportunities
- Manage the full sales cycle from outreach to closing and handoff to operations
- Build proposals, pricing, and product recommendations that meet client needs and margin targets
- Support strategic growth initiatives and key account development
- Stay current on industry trends, products, and Indigenous procurement opportunities

Client Relationship Management

- Build and maintain strong relationships with new and existing clients
- Act as the main point of contact for assigned accounts
- Respond to client inquiries, quotes, and requests in a timely and professional way
- Lead presentations, product recommendations, and client discussions
- Follow up after delivery to gather feedback and identify future opportunities

Print & Promotional Products

- Guide clients through product selection, branding options, and project execution
- Ensure quotes, mock-ups, and proposals are accurate and aligned with client needs
- Maintain strong product knowledge across print, merch, and Indigenous-focused offerings
- Share client feedback and market insights to support product and vendor decisions



Online Store, Wholesale & Programs

- Support sales and customer experience across online stores, wholesale, and shirt programs
- Assist with coordination for programs like Orange Shirt Day and Pink Shirt Day
- Maintain accurate records and pipeline updates in the CRM tool

Operational Support

- Step in to support order processing, vendor coordination, and fulfillment when needed
- Work closely with the Operations Lead to ensure smooth execution of orders
- Assist with inventory tracking, supplier follow-ups, and logistics coordination
- Build a working knowledge of platforms like SAGE and promo store tools

Team Collaboration

- Work closely with the Director and Operations Lead to align sales with capacity
- Participate in team meetings, planning sessions, and department initiatives
- Contribute to a positive, collaborative, and accountable team environment
- Apply cultural awareness and respect when working with Indigenous clients and communities

EDUCATION AND EXPERIENCE

We recognize that people bring different experiences. If you meet most of the below, we encourage you to apply.

- 3–5+ years of experience in sales, promotional products, print, or a related field
- Experience managing client relationships and closing deals
- Experience working with Indigenous organizations or communities is an asset

KNOWLEDGE, SKILLS AND ABILITIES

Professional Skills

- Strong communication and relationship-building skills
- Ability to manage multiple projects and priorities
- Organized, detail-oriented, and reliable
- Comfortable working in a fast-paced, client-focused environment

Industry Knowledge

- Understanding of promotional products, print processes, and sourcing
- Experience with quoting, pricing, and margin management
- Familiarity with CRM tools is an asset

Personal Attributes

- Collaborative and team-oriented
- Proactive and self-driven



- Strong problem-solving mindset
- Respect for Indigenous cultures, communities, and ways of working

ADDITIONAL REQUIREMENTS

- This is a remote role based in British Columbia
- Availability to work within Pacific Time business hours is required

WHAT WE OFFER

- Meaningful work supporting Indigenous communities, organizations, and programs.
- A collaborative, values-driven team environment.
- Health benefits after a three-month probationary period.
- Two weeks vacation plus a paid office closure between Christmas and New Year's.
- Opportunities for professional growth within a growing Indigenous-owned agency.

HOW TO APPLY

IMS welcomes applications from candidates committed to delivering high-quality work in support of Indigenous communities and organizations. Preference may be given to qualified Indigenous applicants.

Please submit a cover letter outlining your interest and relevant experience, and an updated resume.

Email to: Prateek Gupta (prateek@indigenousmarketing.ca)