

Summary

Specialized small business seeks a stellar front-end customer service/sales expert. The successful candidate will assist the owner and office team in supporting the company's unique brand of pet and service dog equipment by taking custom orders and responding to customer needs. The ability to multi-task, work proactively both independently and as part of a team, think critically and creatively, maintain the highest standards of quality and service are all vital to success in this position. Work for a rapidly growing small business in a small workshop facility with great people and flexible work hours. Benefits include health care and company 401K. Must love dogs and enjoy working with people. Not a typical sales or customer service job!

Responsibilities

Customer Order Specialist

- Work directly with retail and wholesale customers; represent Bold Lead Designs in person, via telephone and email, in and outside the community.
- Take custom orders, make product recommendations, resolve concerns and inquiries, ask follow-up questions regarding order information; facilitate on and off-site sales.
- Extrapolate customer information to determine true needs and apply to a novel solution.
- Understand company's unique product offerings, decipher, troubleshoot and interpret specialized custom order requests.
- Navigate multiple reference sources; find information across various programs and platforms.
- Demonstrate kindness, understanding and compassion towards all people.
- Establish, maintain and influence effective working relationships with customers, vendors and teammates.
- Attend occasional off-site events: responsibilities include setting up product exhibit booth, supervision of booth, tending to customers, initiating and completing sales, and generate positive representation of the company brand.
- Miscellaneous other duties, as requested, to support all areas of the company.
- Potential to grow and branch out into other areas based on performance and experience.

Requirements

- Excellent organization skills, follow-through, and attention to detail.
- Ability to quickly learn and utilize a great deal of information and accuracy is essential.
- Strong writing and editing skills, including grammar, punctuation and spelling.
- Overall comfort with Windows operating system, proficient with MS office suite. Experience with QuickBooks is a plus; training provided.
- Ability to lift and move up to 20 pounds.
- Flexibility to perform other duties as assigned to support changing business needs.
- Occasional out-of-state travel may be required.

To apply, please visit the company website at <https://boldleaddesigns.com/employment/> for application and instructions for submitting your interest in the position. Thank you!