

Bold Lead Designs
Shipping & Order Processing Assistant

Position Summary:

Assistant wanted for local pet product manufacturer. Seeking a capable individual to pack, ship, and assist with a variety of workshop tasks in a challenging and fast-paced yet laid back environment. Position requires a commitment to service, excellent communication, an excellent memory, technical proficiency, critical thinking, attention to detail and a proactive, cheerful disposition. Customer service skills are a plus.

Work for a rapidly growing artisan company in a small workshop facility with a small, fun, diverse team. Must love dogs and enjoy working with people.

Full-Time position with flexible weekday, daytime hours. Healthcare options, company 401K, and paid time off. Advancement opportunities for exceptional performance. Starting pay \$10-11/hr. to train. Career changes welcome!

Key Responsibilities:

- **Order Processing:** Accurate and organized processing and entering of customer orders from various sources, including company website, Amazon, phone, and in person.
- **Picking, Packing & Shipping:** Pick products for customer orders. Pack and label for clients worldwide.
- **Quality Assurance:** Inspection of final product to specification, assure details and quality of handcrafted product.
- **Communication:** Provide articulate and courteous responses to customers via email or phone to confirm or clarify orders.
- Perform miscellaneous tasks including cleaning, preparing materials, packaging and light assembly.
- Provide support for daily operations and other administrative tasks or errands as needed.

Job Requirements, Skills & Qualifications:

- Demonstrate excellent work ethic, ambition for continuous improvement, and dedication to the company mission
- Proficiency with Microsoft Office is a must. Familiarity with QuickBooks, shipping and labeling, and ability to troubleshoot technology is an advantage
- Must be organized, thoughtful, and highly detail oriented
- High aptitude for critical thinking, and finding solutions
- Have practical mathematics and measuring skills
- Read and interpret job orders, measure accurately, calculate dimensions, and organize parts
- Willingness and ability to learn and quickly absorb a large amount of information and adapt to continuous changes
- Ability to work independently and collaboratively on projects
- Be a positive representative of the company's brand

Physical Conditions/requirements:

- Skilled with hands, high dexterity
- Ability to lift and move 50 pounds
- Able to stand at workbenches and reach materials stored at high and low positions
- Comfort in a small workshop environment with limited staff, large breed dogs, and people with disabilities

- Background check will be performed

The following experience is helpful, but not required:

- Knowledge of dogs, and/or animal behavior is super helpful
- Production, assembly, inventory, packing/shipping experience
- Experience with diverse groups and/or people with disabilities preferred
- Superior customer relations skills, genuine interest in helping people find solutions

Please visit <https://boldleaddesigns.com/employment/> for application and details.

Note: resumes will not be considered without complete application.

To apply, please include the following:

1. Cover letter or email stating your interest in the position
2. Complete application
3. Your resume
4. Optional references or letters of recommendations are encouraged

Applications, resumes, and all attachments may be submitted via email to:

Katrina Boldry, Owner & Designer

work@boldleaddesigns.com

or mailed to the workshop at 350 Norfolk Street, Aurora, CO 80011

Application:

- **BLD-Job-Application 2016 (Word document)**
- **BLD-Job-Application 2016 (PDF document)**

Thank you for your interest in being a part of our team!

No phone calls or general inquiries, please. Not all applicants will receive a response.