

Bold Lead Designs

Workshop Assistant

Looking for something different? Need a career change? If you are a compassionate, highly motivated individual that loves working with your hands and genuinely helping people, keep reading!

Position Summary:

Local artisan pet product manufacturer seeks a compassionate and creative problem solver with great attention to detail to provide genuine customer service and assist in the creation of the highest quality handcrafted leather pet products.

Position requires a capable individual with a commitment to superior quality and craftsmanship who loves working with his/her hands, enjoys a variety of projects and tasks in a challenging and engaging environment where superior quality and service are the hallmarks of our unique pet equipment brand. Enjoy the satisfaction of making meaningful, functional, custom-made products that improve people's lives in a fast-paced yet laid back environment.

Work for a rapidly growing artisan company in a small workshop facility with great people and flexible work hours. Some local travel may be required. Must love dogs and enjoy working with people.

Full-Time position with flexible weekday hours, plus occasional off-site and weekend events. Starting pay \$11-12/hr. Training will be provided. Career changes welcome!

Key Responsibilities & Skills:

- Demonstrate excellent work ethic, ambition for continuous improvement, and dedication to the company mission
- Make leather dog leashes, collars, service dog equipment, and related products
- Superior customer relations skills: Ability and willingness to work with customers in person, via telephone and email.
- Articulate and courteous communication: resolve concerns and inquiries, ask follow-up questions regarding orders. Comfort with and understanding of the needs of people with disabilities is important.
- High aptitude for critical thinking, creative problem solving, and finding solutions
- Positive attitude, willingness to learn and quickly absorb a large amount of information
- Take, enter, process, pack and ship customer orders
- Organized, efficient, and detail oriented
- Reliable and responsible
- Ability to work independently and collaboratively on projects

Job Requirements:

- Ability to learn quickly and adapt to continuous changes
- Follow written specifications for product assembly, document product specifications as required

- Able to read and interpret job orders, measure accurately, calculate dimensions, and organize parts
- Communicate effectively via phone and email
- Work on a variety of tasks and multiple projects at once
- Proficient with hand tools
- Excellent craftsmanship and materials handling (leather, metal, and related parts)
- Operate light industrial equipment, including heavy sewing machine, manual press, etc.
- Perform other miscellaneous tasks including packaging and assembly, light metal work, etc.
- Use standard computer programs for customer orders, shipping, order tracking, inventory, etc.
- Support owner and assist team with daily operations and other tasks as needed
- Background check will be performed

Physical Conditions/requirements:

- Skilled with hands, high dexterity
- Ability to lift and move 50 pounds
- Use of hand tools, industrial sewing machine, and other related equipment
- Able to stand at workbenches and reach materials stored at high and low positions
- Comfort around large breed dogs and people with disabilities

The following experience is helpful, but not required:

- Kitchen, bartender, or chef skills are valuable and highly desired – experience directly translates to what we do.
- Experience working with hands, either professionally or personally
- Knowledge of dogs, horses, training, and/or animal behavior is super helpful
- Production, assembly, inventory, packing/shipping experience a plus
- Customer service, sales experience preferred
- Experience with diverse groups and/or people with disabilities preferred
- Artist, sewing, upholstery, metalworking, or related craftsmanship/trade skills appreciated
- Leather working or leather craft experience not required; we train!

To Apply:

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

No phone calls or general inquiries, please.

To Apply:

Applications and all attachments may be submitted to Katrina Boldry, Owner & Designer via email to work@boldleaddesigns.com or mailed to the workshop. Subject line must include job title. Thank you for your interest in being a part of our team!

Application: For your convenience, a PDF and word document are available.

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

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

No phone calls or general inquiries, please. Not all applicants will receive a response due to volume of inquiries and the busyness of our workshop.

Required experience:

- Kitchen, chef, bar tending, customer service, warehouse, production, management, admin, etc.: 3 years