

CUSTOM ORDER SPECIALIST

Bold Lead Designs, LLC

POSITION 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, while maintaining the highest standards of quality and service are all vital to success in this position.

Not a typical sales or customer service job! We're a quirky group, and our clients are amazing and thankful for the work we do. (No cubicles, not a call center!)

Compensation starts at \$15 per hour. Benefits include paid time off, company 401-K, AFLAC policy, and healthcare options. Full-time, weekday, daytime schedule. Challenging yet, laid back workshop environment. Training is provided to learn the niche knowledge of our unique products and process. Opportunities for advancement based on demonstrated aptitude.

KEY RESPONSIBILITIES

- Work directly with retail and wholesale customers; represent Bold Lead Designs primarily through telephone and email, as well as in-person.
- Take custom orders, make product recommendations, resolve concerns and inquiries, ask follow-up questions regarding order information; facilitate on and off-site sales.
- Understand company's unique product offerings, decipher, troubleshoot and interpret specialized custom order requests.
- Enjoy talking to people (in person, by phone, or via email) while guiding the conversation to get the necessary details.
- Extrapolate often complex and superfluous customer information to determine true needs and apply to a novel solution—frequently from people with a broad range of disabilities.
- Demonstrate kindness, understanding and compassion towards all people.
- Work with company's POS/Accounting software (QuickBooks) to enter, process, and look up orders.
- Navigate multiple reference sources; find information across various programs and platforms.
- 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 generating 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.

PHYSICAL CONDITIONS AND REQUIREMENTS

- Excellent organization skills, follow-through, and attention to detail.
- Ability to quickly learn and utilize a great deal of information—accuracy is essential.
- Strong writing and editing skills, including grammar, punctuation and spelling.
- Clear diction and a great "phone voice."
- Proficiency with Windows-based operating system, skilled with MS office suite. Experience with data or invoice systems; Experience with QuickBooks is a plus.
- 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 attend dog-related events.

TO APPLY: Visit the company website at <https://boldleaddesigns.com/employment/>

Please include a letter of interest and your resume with your online application.

Thank you! No phone calls or general inquiries, please.