

Bold Lead Designs
WORKSHOP JEDI AKA CUSTOMER SERVICE & PRODUCTION ASSISTANT

POSITION SUMMARY:

06/16/23 KB

Specialized, established small business seeks a stellar Customer Service Specialist and Production Assistant. The successful candidate will assist the owner, production and office team in supporting the company's unique brand of pet and service dog equipment by doing a little bit of everything.

We're seeking someone who loves learning, problem-solving, educating customers, and truly helping them get the right gear for their needs. Work for an established, niche small business in a small workshop facility with great people and flexible work hours. Must love dogs and enjoy working with people.

This is an in-person, hands-on position that requires a variety of skills and tasks that can vary on a day-to-day basis. The ideal candidate will have experience both working with their hands and a background in customer service, a commitment to accuracy, excellent attention to detail, is good on a computer, enjoys helping people and has a proactive, cheerful disposition. Must be able to take initiative and think critically and creatively while maintaining the highest standards of accuracy and genuine customer service.

This is not a typical customer service job! No general public walk-ins, no cubicles, no middle management, and not a call center. We are a small, quirky team of 7-10 people.

BENEFITS:

Compensation during training \$18 per hour. Position is full-time (32-40 hrs/week) with a weekday, daytime schedule. Benefits include: paid time off, sick leave, company 401K with match, AFLAC policy, health and dental insurance options. This entry-level position has opportunities for advancement based on aptitude and efficiency include making our coveted service dog harnesses, production management, and business administration.

KEY RESPONSIBILITIES:

- **Customer Service:** Answer phones, return calls, reply to emails; maintain exceptional customer service expectations, enjoy talking to people while guiding the conversation to get the necessary details; work directly with retail customers by telephone, email and occasionally in-person
- **Specialty Custom-Order Support:** Understand company's unique product offerings, variations, and limitations; decipher, troubleshoot and interpret customer order requests; extrapolate information to determine the customer's true needs, frequently from people with a broad range of disabilities; exhibit compassion and understanding of the true need
- **Order Handling:** Accurately process customer orders via various online sales platforms; work with company's POS/Accounting software (QuickBooks) to enter, process, and look up orders; follow up with customers on order details, queue orders for production; pick product to fill orders; receive and process returns and exchanges
- **Quality Assurance, Packing & Shipping:** Inspect completed products, verify products and customer orders to quality and accuracy standards; pack and ship outgoing orders; print shipping labels using various methods including QuickBooks interface and shipping provider's websites; enter tracking information and mark orders completed on various platforms
- **Assist Production:** Efficiently prepare parts including leather and foam components for harnesses; make and assemble product such as dog collars and leashes; accurately and consistently produce product/parts to established standards for function, quality, and performance; follow verbal and written specifications for product assembly

- **Organization:** Navigate multiple reference sources; find information across various programs and platforms; maintain work areas in a neat and orderly fashion for efficient workflow; sort and organize materials, parts and supplies as requested
- **Duty Rotation:** Rotate between different stations and tasks to support changing needs of the business, work cooperatively with production manager and administrative team
- **Support Daily Operations:** Proactively do what needs to be done; provide support for workshop and other administrative tasks as needed including but not limited to scanning documents and filing, light cleaning, preparing information packets, inventory counts, scan and file completed documents as necessary, jump in on special projects, occasional errands, etc.
- **Demonstrate excellent work ethic:** Dedication to the company mission, commitment to quality, business success and profitability; establish, influence and maintain positive, effective working relationships with customers, vendors and teammates; demonstrate kindness, understanding and compassion towards all people; model positive and constructive solution-oriented communication
- **Continuous improvement:** Evolve better and more efficient workshop processes, adapt to changes in business and customer needs, create new or revised techniques to improve workflow efficiency

JOB REQUIREMENTS, SKILLS & QUALIFICATIONS:

- Hands-on work experience required: packing & shipping, production, assembly, inventory, cook/chef, kitchen/restaurant service, server/bartender, construction or similar experience are all relevant!
- Customer service experience including comfort with and patience for working with people is required
- Ability to switch tasks quickly to accommodate shifting shop priorities while maintaining accuracy
- Ability to learn detailed information quickly, adapt to continuous changes, keep information organized and accessible, must be thoughtful, and highly detail oriented
- Must have competency with email, data, shipping, or invoice systems
- Proficiency with Windows-based operating system, skilled with MS office suite; QuickBooks and shipping software experience is preferred
- Ability to read and interpret product specifications and complex instructions; understand and follow written and verbal direction
- Have practical mathematics and measuring skills
- Work with hand tools, hand punches, operate light industrial equipment including manual die press, riveter, etc.
- Demonstrate excellent work ethic and reliability
- Knowledge about our unique small business and mission (this one is important if you're applying)

PHYSICAL CONDITIONS/REQUIREMENTS:

- Skilled with hands; high dexterity and hand strength is required
- 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, diverse workshop environment with large breed dogs and people with disabilities

THE FOLLOWING EXPERIENCE IS HELPFUL, BUT NOT REQUIRED:

- Previous experience using QuickBooks, shipping, retail and/or online sales (e-commerce) platforms

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

Resumes and all attachments may be submitted via email to: Katrina Boldry, Owner & Designer

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

Note: No phone calls or general inquiries, please. Resumes will not be considered without complete application. Not all applicants will receive a response.