



KANATI

ELITE TAXIDERMISTRY STUDIO

Job Description

Title: Office Assistant

The focus of this position is to help provide an exceptional experience for our clients and support our office team. This person will work very closely with our customers and office team. The outline listed below is only an outline of the primary focus areas. As a small company with a “work together to get the job done” mentality, the position will be fluid and may develop further or change as we continue to grow.

Outline of key focus areas:

Provide Exceptional Customer Service

- Assist with greeting clients at the front desk
- Assist with answering incoming phone calls
- Assist with serving walk-in clients
- Contact and follow up with clients regarding completed orders
- Email clients with updates and respond to inquiries
- Proactively create and manage efficient customer service procedures

Office Support Tasks

- Create and send info packets to clients
- Setup and track freight shipments
- Maintain and update website
- Other miscellaneous support tasks

Data Entry

- Add client information and orders details into CRM and ERP software
- Update pricing and item descriptions into accounting software
- Other miscellaneous data entry tasks

Details:

Hours: Full time or part time options available. Hours are flexible but will be within our normal operating hours (M-F 8:00am – 5:00pm).

Salary: Hourly wage based on experience and proficiency