

# Sales/Client Support

Full-Time | In-Office | Kanati Studio

## Position Overview

The sales and client support position is the primary point of contact for our clients from first inquiry through final pickup. This role owns the client experience, ensuring every order is clearly documented, professionally communicated, and aligned with the client's vision.

You will guide clients through sales conversations, intake, pose decisions, and ongoing project updates while coordinating closely with the receiving and production teams. This role requires someone who is confident, organized, detail-driven, and comfortable discussing wildlife, hunting, and taxidermy processes.

It is a relationship-driven role that directly impacts client satisfaction, repeat business, and overall company reputation.

## Core Responsibilities

- Serve as the primary point of contact for clients throughout the lifecycle of their project
- Manage inbound inquiries and sales conversations
- Guide clients through order decisions including pose, mount style, and display options
- Oversee order intake and ensure all project details are accurately documented
- Coordinate closely with receiving and production teams to ensure specimens are properly tagged, logged, and processed
- Provide proactive updates and maintain consistent communication with clients
- Help maintain a professional and welcoming front-office environment
- General clerical and administrative responsibilities related to order processing, documentation, and client communication.

## **Skills & Qualifications**

- Strong communication skills (phone, in-person, and written)
- Comfortable building relationships with hunters and outdoor-focused clients
- Familiarity with wildlife, hunting terminology, and taxidermy processes (or the ability to learn quickly)
- Highly organized and detail-oriented
- Comfortable working within CRM and computer-based systems
- Professional, confident, and service-minded

## **Hours & Compensation**

- Full-time position
- Monday through Friday
- 8:00 AM – 5:00 PM
- Compensation based on experience and skill level

## **Benefits**

- Paid Time Off (PTO)
- Paid Company Holidays
- Health Insurance Reimbursement
- IRA with Employer Matching
- Flexible Scheduling
- Opportunities for Advancement
- Team-Oriented, Professional Work Environment