

SALES ASSISTANT/CUSTOMER SERVICE ADMIN

SUMMARY

We are looking for a qualified Customer Service Administrator and Sales Assistant to join our growing company. The person in this position reports directly to the Sales Manager and must be a team player, accustomed to working on timelines and managing a diverse set of tasks with self-efficiency. Since we are a small company, the day-to-day routine varies, strong organizational skills and the ability to take initiative are essential. The ideal candidate must be able to communicate professionally with retail partners, participate in sales events, provide top-tier service to our customers, assist with projects and activities for the development of new business and technical systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

(Other duties may be assigned)

- Process customer orders, order entry, and invoicing (requires Quickbooks, web portals)
- Handle retail customer and wholesale account credit card processing and returns as needed (requires Quickbooks, web portal data-entry)
- Manage multiple email inboxes that require daily customer service maintenance and sales tasks
- Interface with the shipping department to ensure prompt, accurate delivery of all orders
- Compiles lists of prospective customers for use as sales leads, based on information from current and previous accounts, trade shows, Internet/Social Media/Web sites, and other sources. Converts closed accounts into new sales
- Works with manager to develop price quotes, credit terms, sales contracts, and estimates for the date of delivery to customers
- Attend trade shows, sales events, and in-store training and demos as needed
- Assists in meeting monthly, quarterly, and annual revenue goals
- Keeps account activities and literature up to date, as well as Sales Team documents in the Google drive
- Enters new customer data and other sales data for current customers into a computer database.
- Coordinates various marketing fulfillment duties and systems including direct mail, packages, letters, catalogs, and other sales literature.
- Assists in implementing public relations programs, online events, and trade shows.
- Participates in new market research and design.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE

One to two years related experience and/or training; or equivalent combination of education and experience.

TECHNOLOGY SKILLS

- Microsoft Suite – Word, PowerPoint, and Excel
- Google Suite - Email, Drive, Meetings, Chat, etc.
- Experience with CRM/ERP systems
- Proficient in Quickbooks
- Internet - Chrome or Internet Explorer, email functionality; Social Media functionality, digital marketing functionality.
- Phone – Relative functionality, multi-line system.

LANGUAGE ABILITY

- Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression - The ability to communicate information and ideas in speaking so others will understand.
- Problem Sensitivity - The ability to tell when something is wrong or is likely to go wrong.
- Speech Clarity - The ability to speak clearly so others can understand you.
- Written Comprehension - The ability to read and understand information and ideas presented in writing.

REASONING ABILITY

Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

PHYSICAL DEMANDS

Recurring movement of boxes, collateral, or work equipment required.

The employee is regularly required to sit; reach with hands and arms and talk or hear.

The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, or crouch.

The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus.

BENEFITS

Medical and Dental health coverage

8 paid holidays + accrued PTO

4 day work week in West Oakland, CA

A casual and fun work environment



MORE ABOUT JUNIPER RIDGE

We are a wilderness fragrance manufacturing company. Over the last 20 years, Juniper Ridge has grown into a classic west coast home and body care brand with the goal to share the restorative fragrances of the plants and trees encountered backpacking and hiking throughout the western United States through its products. We formulate our products from wild-harvested and sustainably sourced native plants and use our own essential oils to create a range of aromatic products, including colognes, soaps, essential oils, and incense.

Today, Juniper Ridge is a women-led, independent company based on the O2 Artists Aggregate, a sustainable eco-industrial lot, in Oakland, California. From this home base, our brand's diverse, committed team formulates, manufactures, and ships its home and body care offerings around the world.

Juniper Ridge Wilderness Defense Program: Every year, through our Wilderness Defense Program, we donate 10% of our sales to organizations that fight to keep the wilderness wild.

Visit www.juniperridge.com for more information.

WE LOOK FORWARD TO HEARING FROM YOU!

***Juniper Ridge is an equal opportunity employer. We do not discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, or genetic information.