

## Job Posting for Customer Service/Office Management Support

M & M Barn Sales is seeking a qualified candidate to serve in the role of Customer Service/Office Management Support. This role will utilize a wide variety of skill sets to both help the company offer a better customer experience AND to help establish a much needed office management presence so that we can better serve our employees as well. This position is full time (40 hours) from April 1- January 1. This role is a new role so the Winter scheduling would be To Be Determined, but the expectation is that hours would be reduced to 20-25 hours weekly from January 1- April 1. Some Saturdays may be required (generally one to two per month, hours 8-Noon).

Applicant must be motivated, a self-starter, and a strong communicator. Applicant must also be a team player and be able to offer professional, courteous service to our customers while working in a fast paced environment. Applicant must be flexible as position is within a small company where employees are cross trained in several positions so that they can cover for coworkers due to sickness, appointments, and scheduled vacation. Applicant must be willing to take responsibility and admit when he/she makes a mistake so that the best solution for mistake can be reached. Applicant must possess the ability to engage in civil dialog with fellow employees and management. This includes immediately notifying management of any workplace issues that may arise so they can be dealt with and all parties can move forward. M & M Barn's management greatly desires a positive, friendly working environment where employees can be both efficient and enjoy their work experience.

The primary functions of the Customer Service portion will be:

1. Become well versed in the estimating, quoting, and sales portions of our retail operations. Job duties would include: taking phone calls from customers about their building material needs, assisting customers in person at our retail office, doing the appropriate product research and pricing to fulfill their requests, and to generate quotes/invoices for customers. Customer service representatives will need to learn about the product lines that we handle and which vendors to contact for product information and pricing. Ideally, the Customer Service representative will be able to (AFTER APPROPRIATE TRAINING) complete quotes and orders from start to finish. Quotes will be filed for later retrieval and orders will be placed with appropriate vendors for processing.
2. Other Customer Service roles will be: Receive payments, check messages and return calls left on voicemail, order product samples, and work with logistics/scheduling to setup material deliveries. Candidate would also be expected to work with management to help make our processes more efficient and user friendly as many of our current methods need to be reviewed, analyzed, and improved. Another role would be that of acting as a Relationship Manager, where individual may be assigned specific customer accounts and work with them to see how our company can be of better service.

It's important to note that the percentage of Customer Service duties versus Office Management Support will greatly vary depending upon the time of year as our business is highly

seasonal. During the busy months the emphasis will be on Customer Service and the duties discussed below would need to be fit in based upon urgency.

The primary functions of Office Management Support will be:

1. Assist owners/managers with a wide variety of miscellaneous tasks, including but not limited to: helping develop a modest Human Resources program, billing, assisting with promotional literature design and purchasing, promotional apparel purchasing, sales, profitability, and budget analysis, software and other information technology upgrades, and advertising. These duties will likely be assigned in random intervals as “special projects” where research and pricing will need to be compiled and then submitted to Manager.
2. Assist part time book-keeper with any banking reconciliation, deposits, bill paying, sales tax payments, etc. We currently do not plan to replace our part time book-keeper, but it would be helpful if someone else with these abilities were available on our full time staff to assist as needed. Over the long term these duties could eventually increase if our part-time employee ever decides to retire.