



Hiring Full Time Customer Service/Sales Support Specialist

OnHand - Charlestown, MA

\$41,000 salary with health benefits & generous vacation time

OnHand is seeking a career-minded professional to join our team as a Customer Service/Sales Support Specialist. You will be the first point of contact for inbound company communications and it will be your job to ensure our customers' interactions end leaving them impressed with our performance. Working with our Director of Sales, you will assist in supporting sales with Education Channel Partners.

COMPANY DESCRIPTION:

OnHand, makes and markets tech accessories for the collegiate market. Our current lines include the only available charging cables, battery packs, and audio accessories that are designed specifically for students. Founded in 2010, OnHand is now available in over 700 on-campus retailers across the country.

JOB RESPONSIBILITIES:

The Customer Service/Sales Support Specialist will take on a dual role at OnHand. Both functions of this position will require you to be flexible and efficient as you take on a multitude of tasks. Your first priority will be to service our customers' special requests. Second to customers, your next priority will be to support sales and assist our Director of Sales in the management of our Education Channel Partners. You will complete all work as assigned by the Director of Sales, including the following responsibilities:

- Responding to verbal and written customer inquiries with clear and concise communication.
- Addressing our unique customer problems and following up with prompt solutions for all.
- Preparing, analyzing, and distributing weekly reports.
- Communicating promotional updates and sales resources to our Education Channel Partners.
- Coordinating marketing activities and materials for our Education Channel Partners.

REQUIREMENTS:

OnHand expects one will have the following abilities:

- Ability to clearly and confidently communicate with a diverse audience.
- Strong written and verbal communication skills.
- Organization and meticulous attention to detail.
- Proficient in reporting with Microsoft Excel.
- Honest and open with your co-workers.
- The desire to work in a growing business alongside colleagues who are deeply committed to building a great company.

BENEFICIAL SKILLS:

- Previous work experience in a customer service role.
- Previous work experience in the collegiate market.
- Graphic design skills.

APPLICATIONS:

Send resume and cover letter to jeff@getonhand.com.

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