

Job Title: Administrative & Customer Service Coordinator

Location: 5111 E ML Ave, Kalamazoo, MI

Position Type: Full Time, Non-Exempt

The Administrative & Customer Service Coordinator (ACS) serves as the lead for customer care and service throughout Kalamazoo Candle Company (KCC) with the position working at our Factory. Positive demeanor, 'will do' attitude, and extraordinary level of attention to detail are prerequisites. This position reports to the Production Manager and works closely with the CEO.

The following describes the duties and assignments for the ACS position with KCC. The below is not meant to be all-inclusive, but an outline of duties from which job assignments, expectations, and accountability should be drawn.

Duties and tasks include:

- Act as lead in responding to customer enquiries through social media, phone, website, email, and other
- Assist in the processing of payment for customers
- Accurately take orders from customers
- Coordinate and assist in promoting KCC's fundraising and custom label programs
- Issue customer invoices in timely manner
- Coordinate office systems to ensure proper effectiveness
- Order materials needed for Factory and Marketplace in timely manner
- Processing of mail

Other:

- Communicate in a clear, honest, and timely manner with all KCC staff members and external constituents
- Represent KCC in a positive way at all times through communication and action
- Maintain a clean and tidy work environment to include cleaning work area, taking out trash, and recycling
- Comply with all KCC policies, handbooks, and guidelines as they are made known to you
- KCC requires all employees to be trained in candle production at Factory
- Required to be able to lift and carry 30lbs
- All other duties as assigned.

This is a full time, hourly, and permanent position which is eligible for company sponsored health, dental, and vision insurance. Pay for this position will begin at \$14 per hour and increases with proven abilities.

Please send cover letter outlining your favorite customer service experience along with your resume to [hiring@kalamazoo Candle.com](mailto: hiring@kalamazoo Candle.com) **by 5pm on January 17**. Interviews will take place on January 22 (slightly flexible). Estimated start date of February 4 (flexible), or sooner.