

## **CLN&DRTY Natural Skincare**

**Position:** Customer Operations Associate

**Reports to:** Paula Hoss, CEO & Founder

**Pay Range:** \$15.50/hr - \$18/hr depending on experience

**Hours:** 10-15 hours a week

M-F 8am - 5pm

**Job Overview:** The Operations Associate will be responsible for managing daily CLN&DRTY production, fulfillment, and customer service and participating in occasional events such as pop-up shops. This self-driven position will play a key role in expanding CLN&DRTY's business, providing exceptional customer experience, and managing daily operations.

We are a small team that works very closely together and therefore you must be comfortable coaching all members of the team, including higher-ups, and providing feedback and recommendations for company improvement and growth. The ideal candidate is incredibly detail oriented, tidy, and enjoys a hands-on job.

This is a part-time position with 5-15 hours per week in our Kingston, MA location. CLN&DRTY offers a flexible work schedule, paid sick time off, and a generous employee discount on CLN&DRTY products. We believe in a fun work environment and offer the possibility for growth within the company.

### **Responsibilities and Duties:**

- Manage daily CLN&DRTY fulfillment operations: processing online and wholesale orders, packaging, and shipping outgoing packages.
- Produce CLN&DRTY products: manage recipes, raw inventory and keep an orderly stockroom. Diligently follow existing recipes and production standards to create exceptional quality products. Has an eye and heart for product innovation and is passionate about formulating new CLN&DRTY products.
- Works independently, swiftly, and with minimal errors. There may be times, upon completion of training when the employee is working solo. Has a high level of integrity and do what they say they're going to do when they do it. When they make a mistake or can't make a deadline, are quick to admit their mistakes and move on.
- Provide exceptional customer service through our social media accounts, email, phone, and in-person. Exemplify the company values of integrity, quality, and kindness.

- Has the ability to make quick, intelligent decisions for the company and always cultivate relationships with customers and community leaders while looking for opportunities for CLN&DRTY to grow.
- Has the heart of an exceptional leader and is able to lead and coach fellow operations associates in all of the above responsibilities.
- The ideal candidate comes to CLN&DRTY with a unique “superpower,” a skill that they are best in class, which they can use to grow CLN&DRTY in a line of business that hasn’t been explored yet.

**Qualifications:**

- Embodies company values: integrity, kindness, and quality.
- Is obsessed with skincare, wellness, and entrepreneurship.
- Will love on Moses the Great Dane, Ivy the Rescue Dog, and all the CLN&DRTY chickens up to company standards.
- Valid driver’s license and a clean driving record.
- Experience working for small businesses.
- Rooted in New England with existing connections with other small businesses.
- Ability to lift up to 40 lbs and stand for extended periods of time at events.

**About CLN&DRTY:** CLN&DRTY Natural Skincare has been disrupting the skincare industry since 2016. We create handmade, prestige-quality skincare, using only the highest-quality natural products that you can actually pronounce. Our Kingston, MA based business is the 2018 winner of Rockland Trust Bank’s “Small Business Big Dreams” Contest and has been featured in Yahoo! Finance, on Brit+Co. and in Beauty Independent. CLN&DRTY embraces inclusivity and values our diverse community. We are committed to building a team based on qualifications, merit, and business need. We are proud to be an equal opportunity employer. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

**To apply:** Please send your resume and cover letter to Paula Hoss at [paula@CLNandDRTY.com](mailto:paula@CLNandDRTY.com)

*“Make friends first, make sales second, make love third. In no particular order.” - M. Scott 6:20*