



## **Job Position for Office & Marketing Assistant**

### **Purpose:**

The Office & Marketing Assistant will aid in the growth of an established family business by performing customer service, general office support duties such as answering the phone, filing, digital photo management, and helping customers at the front counter. The person in this role will also perform marketing support duties such as Facebook postings, website maintenance, preparation of marketing materials, email marketing, and attend networking opportunities. Your creativity will be used to make original content generating new interest and new clients.

### **Primary Responsibilities:**

#### **Office Duties**

- Answer the phone and screen calls
- Wait on customers at the front counter
- Customer reminder calls
- Schedule team members for estimates, pickups, and deliveries
- Filing
- Processing incoming supplies
- Manage digital photo archive of furniture
- Update production schedule and pricing in fabric sample books
- Learn the process and terminology of furniture restoration
- An understanding of customer communication skills
- Troubleshoot basic computer/technical malfunctions
- Occasional light bookkeeping with QuickBooks

#### **Marketing Duties**

- Plan a yearly social media calendar and execute weekly Facebook posts
- Maintain accurate information on Facebook, Google and Yelp and answer customer inquiries
- Perform website updated through WordPress
- Plan and execute automated email marketing campaigns
- Take and upload “after” pictures of completed items with light photo editing
- Create marketing and promo items such as display boards, brochures and banners
- Facilitate and organize the production of new and existing commercials for TV advertising
- Occasionally attend networking events such as chamber meetings
- Prepare gift certificates, gift baskets and customer thank you cards

### **Basic skills required:**

- Communicate effectively verbally and in writing, with customers and other team members.

- Knowledge of administrative and clerical procedures and systems, proficient in Microsoft Office Suite, managing files and records, designing forms, and other office procedures and terminology. Able to type accurately at least 50 words per minute.
- Knowledge of social media marketing and website miniatous. Basic HTML preferred.
- Good people skills and ability to work with a variety of individuals including customers, co-workers and management.
- Eye for detail and ability to problem solve
- Basic graphic design and photo and video editing knowledge
- Able to understand basic customer complaints, dissatisfactions, or expectations, and solve basic customer misunderstanding when they occur.
- Comfortable attending networking opportunities
- Self-motivated and interest in learning
- Able to lift, move and position furniture as needed, 30# +.
- High School Diploma (college or post High School training helpful)

Not required but helpful skills:

- General knowledge of furniture styles, repair, upholstery, color and finish
- Interest in old and new home décor trends
- Familiarity and prior experience with and ERP system
- HTML, CSS and JavaScript coding ability
- Creativity
- Take direction well from supervisors (male and female)
- Have good work ethics
- Be honest
- Like to problem solve
- Have an appreciation for wood and antiques

This position is very important to the smooth operation of our business. It requires organization, a cheerful and “can do” attitude, willingness to learn about the furniture restoration process, problem solving, and your own initiative to get things accomplished in a timely manner. You will be involved in customer relations and will be expected to be kind, courteous, and honest with all customers.

Work setting:

- Requires working indoors in an office environment with others in a group or team
- Requires being exact and accurate
- Fast paced environment that requires the ability to manage multiple tasks at one time

Part-time, 20-30 hours per week, or Full-Time, 36-40 hours per week, Monday-Friday, during the hours 8am-5pm. Starting hourly wage (no experience) is \$15 per hour, DOE. Established business with “family values”. Hourly wage to increase as skills are mastered. No medical insurance provided. Retirement benefits available. DOE.

Apply for this position in person at The Furniture Doctors, 15267 N. Highway 41, Rathdrum, ID. Bring with you a hand-written cover letter, typed resume and references. Office hours are Monday-Friday 9am-5pm