

## **Customer Service, Marketing & Sales**

A small family owned manufacturer of wooden beer tap handles is ready to hire a part time customer service, marketing & sales associate. Position is currently 25-30 hours a week, but could consider full time for right candidate. Located in Baltimore City.

### **Qualification:**

2-3 years experience in sales, marketing or customer service

2-3 years job experience or course work in graphic design software

### **The job tasks:**

Phone & e-mail sales and service communication to 50 craft brewery customers.

Preparation of digital mock ups for customers

Graphic design support, on-line catalog maintenance, on-line marketing

Preparation of graphic files and ordering of beer tap handle labels and silk screen production

Communication with woodworking & finishing staff about inventory & production schedule

Preparation of invoices & record keeping of past orders

Management of packing/shipping & beer tap handle storage area

Ordering beer tap production and shipping supplies

Interaction with walk-in customers

Other team duties: this is a small woodworking shop where all staff members pitch in with housekeeping, staging events & planning

### **Skills needed:**

Helpful, friendly, phone and e-mail communication skills.

Social media and marketing skills

Basic word processing spreadsheet experience

Graphic design skills for making mockups using existing logos

Photoshop and/or Illustrator skills, InDesign useful

Web design and social media marketing experience

Office organization skills

Flexibility to work in an informal office setting in the middle of a wood shop

### **Other useful skills and experience:**

Enthusiasm for craft brew industry

Mac computer skills

Quickbooks experience

Web design experience

Woodworking, finishing, craft sales, manufacturing experience

Small business office experience

Please send resume and cover letter to: [mark@marksupikco.com](mailto:mark@marksupikco.com) by Dec. 16<sup>th</sup>.