JOB DESCRIPTION

Job Title: Customer Coordination Assistant

Department: Operations & Customer Experience

Reporting To: Colleen, Co-Founder (to apply: cultivatedcandleco@gmail.com)

Job Purpose:

To assist with customer service and communication, packaging and shipping, order coordination/planning, inventory in relation to orders and proactive email coordination to help Cultivated Candle Co. continue to grow via the customer service side of the business. This position does have the potential to expand into other parts of the business such as social media content writing and strategy.

Main Duties & Responsibilities:

- Packaging and shipping customer orders.
- Responding to general customer inquiries via the website, email or social media.
- Organizing incoming orders and coordinating shipping timelines.
- Proactive email communications to customers.
- Inventory management of candle-making supplies, shipping supplies and other CCC order coordination essentials.
- Special research projects around CCC customer experience improvements and advancements.
- Assistance with Instagram Stories and behind-the-scenes content.

Key Working Relationships:

The Customer Coordination Assistant will work under Colleen, who is “front-of-house” at Cultivated Candle Co. with packaging, marketing and customer
relationships. This position is mainly in-person at our office with some remote communication tasks. Colleen will organize daily and weekly tasks for the Customer Coordination Assistant, which will change depending on the current needs of the business. As the position grows, set tasks and routine tasks will become more regular. The Customer Coordination Assistant will need to provide their own laptop for in-office and remote work. The Customer Coordination Assistant must have a car or regular transportation available to the Cultivated Candle Co. headquarters located at 2044 Britains Lane Columbus, OH 43224.

**Key Traits:**

*At CCC, we’re looking for a Customer Coordination Assistant with these traits:*
- *Strongly* detail-oriented
- Organized and skilled at planning/time management
- Customer-focused and empathetic
- Enthusiastic

**Hours of Work:**

This position is in office and requires 10-15 hours/week. Ideally this would be broken into 2-3 part-time days in office a week. As the business grows, the hope is that this turns into a larger role but, as a small business, this is not guaranteed.

**Compensation:**

$15/hour

The Customer Coordination Assistant is a 1099 employee as an independent contractor. Independent contractors do not have income taxes withheld throughout the year, so Cultivated Candle Co. will send a 1099 form to the Customer Coordination Assistant at the end of the year for tax reporting purposes.

www.cultivatedcandleco.com