



LOST ART DESIGN & PRINT, LTD.

8212 N University | Peoria, IL 61615
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www.lostartdesigns.com

FRONT END SALES ASSOCIATE

Job Description:

Great opportunity to grow and learn business operations and customer service within a small in-house design and print studio.

Individuals will meet and greet incoming customers. They will assist and sometime manage customer requests and queries, working one-on-one with clients on initial basic quoting and general invoicing. They will then carry out the initial ordering process, preparing and documenting client details in an accurate manner to communicate to the design and production team.

There are daily checks on incoming orders and inventory shipments to send to the proper department(s). They will also welcome walk-in retail customers and check them out as needed.

Must be consistent in updating and following production schedules in order to get orders produced accurately, while delivering top-notch customer service in a timely manner. Client communication and order management is expected daily.

Sometimes working/selling merchandise at special events.

Future role possibilities include taking on a larger sales-focused responsibility, with opportunity for commission based income.

Schedule availability between Monday - Friday 9am - 6pm. Some weekends and evenings for events and/or extended store hours.

Skills & Additional Requirements:

- Minimum of High School Diploma
- Customer service or sales experience highly preferred
- Customer Relationship Management (CRM) and Invoicing experience highly preferred
- Highly organized, detail-oriented, and ability to multitask
- Ability to read and comprehend instructions
- Result driven - work diligently and complete tasks on time
- A passion for process improvement
- Should be able to lift up to 30lbs.
- Works well independently and as part of a team
- Able to work under fast paced and ever changing deadlines
- Punctual and uses time efficiently
- Passionate for quality
- Enthusiastic spirit and willingness to learn and grow!
- Mac computer experience is a plus!



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Compensation: Entry Level Wage depending on experience | Pay increases after a 3mo (90 day) prohibition period based on performance and skills. Terms will be discussed with the employee prior to employment.

Job Type: Part or Full Time on-site location. Schedule to be determined with the employee.

Daily Job Duties

These responsibilities are required to be performed daily as the position of Client Support Associate. These are additional to the **Opening/Closing Shift Tasks** and **Cleaning Tasks**.

- **Customer Communication:** Client Support Associate will be asked to work first hand with customers both in person and via email. When doing so, be cordial and professional at all times. Ask for help if you are unsure. Emails should be replied to within 24-48 business hours.
 - Quoting and invoicing incoming orders is of utmost importance
 - Interpret, and respond to inbound client inquiries or requests
 - Understand and identify client needs, propose solutions, and collaborate with production team
- **Order Processing:** Incoming and in process orders are to be filled out as needed. Filling out necessary details to complete the job as well as proper communication with customers.
 - Required Customer Information: Name, Phone Number, Email Address
 - Required Project Information: Project Name, Order Date, Requested or Est. Due Date, Item w/ item number (if applicable), Quantities, Colors - Item and Print, Design Details
 - Invoicing/Pricing: Large or complex orders will be handled by the manager. Pricing outside of standard price sheets need to be approved by the Manager or Owner.
- **Incoming Shipment(s):** (UPS/FedEx/USPS/Other) Check in against order(s) and packing slip(s), sort, and put product or supplies away to respectful areas. Products to be counted and checked into staging or production areas as needed with proper paperwork.
 - Customer order forms to be initialed and updated as necessary
 - Discard packing slip after it has been checked
 - Discrepancies, notify manager
- **Department Maintenance:** Performs general cleaning and minor maintenance duties.
 - Clean Work Surfaces - All work surfaces should be maintained; cleanliness leads to higher quality. Before and after each job, all surfaces used should be wiped thoroughly and free of any debris.
 - Retail space to be maintained, cleaned as required.