

Job Title: Customer Service/Ecommerce Coordinator

Jones Soda Co. is a Seattle-based premium beverage company whose brands include Jones Soda, 24C, Jones Naturals, Jones Energy, Jones Organics and Whoopass. A leader in the premium soda category, Jones is known for its innovative labeling technique that incorporates always-changing photos sent in from consumers. Jones is renowned for its guerilla marketing techniques; popping up in creative places just to get soda into the hands of Jones fans. Jones is also known for creating unique flavors like Turkey & Gravy and Smoked Salmon along with all-time favorites, Blue Bubble Gum and Green Apple. Jones Soda is sold through beverage retailers and everywhere you'd never expect to find a soda.

The Customer Service/Ecommerce Coordinator will be responsible primarily for day-to-day customer support of the company's e-commerce ventures.

Specific duties will include the following:

- Provide customer service to the company's ecommerce consumer network
- Assist in processing MyJones orders as well as Webstore purchases
- Generate and process daily sales reports and inventory reconciliation
- Participate in marketing related activities and convention planning
- Arrange for delivery of product and communicate delivery dates to customers
- Monitor shipment status and proactively investigate delays

Various other duties as requested

Skills/Abilities Required:

- Be exceptionally detail-oriented, organized, and able to multitask
- Exhibit superior written and verbal communications skills
- Illustrate proficiency in Windows based applications, including Excel, Word, and Outlook
- Consistently and independently problem solve and achieve objectives
- Perform effectively and efficiently in a both individual and team environments
- Show a thorough understanding of the company and its products

Candidates must be authorized to work in the US without sponsorship.

All applicants must submit a cover letter and resume, and should apply online via www.jonessoda.com or directly to jobs@jonessoda.com. The subject line of the email must read: Customer Service/Ecommerce Coordinator. No hard copy resumes accepted.

Come Run with the Little Guy!