



## **JOB TITLE: Receptionist/Consumer Relations**

Reporting directly to the HR Specialist, the Receptionist will be responsible primarily for facilitating communication between the Company and its customers. As well, the Receptionist will ensure that all consumer-related issues are dealt with in a positive and prompt manner. Acting as the initial point of contact (“ambassador”) for the Company and all of its stakeholders, this person will play a key role in presenting the Company with the right image.

The areas that you will be responsible for are summarized as follows:

### **I. Receptionist**

1. Answer all incoming calls
2. Maintain the Company’s general voicemail system
  - Initial consumer friendly message
  - Retrieve and redirect voicemail messages to the appropriate individual(s)
3. Attend to all incoming and outgoing faxes, mail and courier packages
4. Ensure the phone systems are properly running
5. Maintain and re-order supplies including office supplies, paper, ‘household items’ (e.g. trash bags, cleaner, paper towels, etc.), toner
6. Responsible for overall image of the office, including the maintenance and cleanliness of the boardroom, kitchen and all common areas of the office
7. Maintain a minimum inventory of 50 Investor Packages at all times, and update the material within on an ongoing basis
8. Mailing of invoices from Customer Service
9. Regular written communication and reporting to the HR Specialist
10. Open and date stamp all incoming A/P invoices and mail
11. Match receipts to credit cards, freight bills, and miscellaneous office supply deliveries
12. Keep the front cooler stocked, refilling as needed
13. Work with Sales to coordinate in-store Demos with retailer representatives
14. Consumer relations, including email and phone inquires, complaints
15. Any other duties as required

### **II. Consumer Relations**

1. Create and manage all aspects of consumer relations, including responding to all consumer requests and inquiries, through phone calls, email, or drop-ins. .
2. Monitor the photo gallery and electronic message boards for content and remove inappropriate subject matter.
3. Provide all information for students who are requesting information for school projects and presentations.
4. Work closely with the Operations team when complaints arise about the quality of our beverages.
5. Maintain a complaint log and and manage all aspects of customer issues in a positive and friendly manner.
6. Provide tours of the Jones Soda office to consumers who drop in to see the head office or arrange for tours at our designated bottling plants to those interested.
7. Manage the photo selection and label production process, including managing submissions received via postal mail or through the online gallery. This will include generating and executing ideas for photo submissions from consumers and distributors.

8. Work with Marketing and attend various events to generate interest in the Jones Soda brand.
9. Other projects as assigned to maintain the Consumer Relations department.

Hours for this position are 7:45am-5:15pm. This is an overtime-eligible position.

**MINIMUM QUALIFICATIONS:**

- 1 year previous work experience in an administrative or support role
- High degree of punctuality and reliability
- Superior written and verbal communications skills
- A thorough understanding of the Company and its products
- A thorough demonstrated experience in Internet communications and Computer skills including MS Office applications
- Ability to multitask, and show initiative in prioritizing tasks for their and other teams

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

This may be a temp-to-perm hiring.

All applicants must submit a cover letter and resume, and should apply online via [www.jonessoda.com](http://www.jonessoda.com) or directly to [jobs@jonessoda.com](mailto:jobs@jonessoda.com). The subject line of the email must read: Receptionist.

No hard copy resumes accepted.

Come Run with the Little Guy!