

**We are Hiring!**

Office Support Coordinator

**GET TO KNOW US**

At Industrial Revolution we are a collection of people, brands, and products sharing the singular purpose of making life outside more enjoyable. As a privately held company, we choose to model a work/lifestyle that ensures our bottom line is defined by more than numbers alone. We believe that innovation and a focus on sustainability set us apart; and we believe that relationships matter with our colleagues, customers, vendors, and distributors. At the end of the day, it’s our goal to Make Happy Campers. Learn about us and our portfolio of Award-Winning products here: [www.industrialrev.com](http://www.industrialrev.com)

**THE OPPORTUNITY**

Now is the time to join us! We are looking for an **Office Support Coordinator** to be an integral part of our team to ensure the efficient operation of our office functions. This multi-faceted role will split to support three core functions of our team, Customer Support, Accounts Receivable, and General Office Administration (HR, Facilities). You’ll spend 50% of your time supporting Customer Service activities, answering customer ordering, data entry, and fielding questions. The remainder of your time you’ll help our accounting team with data entry and filing and serve as the go-to office administrator supporting miscellaneous tasks like ordering supplies, greeting visitors and HR support. It’s a small, highly collaborative, and team-oriented company of around 25 people consisting of both professional/ administrative staff and our Warehouse team. This role will report directly into the President of Industrial Revolution.

The ideal candidate has a versatile, customer focused mindset, an attention to detail, and the ability to manage and integrate content from various workflows. They’ll show passion for the quality of their work and are able to manage through multiple priorities independently and efficiently. The right candidate thrives in a dynamic environment, is enthusiastic, organized, and independently steps-in where help is needed. A composed, professional attitude and positive ethos are leveraged in navigating important internal and external relationships.

**KEY RESPONSIBILITIES**

**Customer Support – 50%**

* Support our Customer Service Team, serving as an initial contact for incoming communications, is responsible for assisting and directing customers.
* Provide excellent customer service support including order entry, returns, customer inquiries, and filing. Respond promptly to customer inquiries, feedback, and product information requests via Amazon, IR website, FB, phone, email (including orders@ inbox), etc.

**Office Administration – 25%**

* Manage front desk responsibilities; greet guests, answer phone, maintain general IR mailbox, receive mail deliveries, and manage return mailings.
* Maintain all aspects of daily office operation including facilities maintenance and supplies management (i.e., printer paper, snacks for the breakroom)
* Develop organized systems of tracking, monitoring, and prioritizing tasks, and projects.
* Identify and communicate opportunities to improve office operations and workflow.
* Perform administrative tasks in day-to-day operations of human resource matters including recruiting, onboarding new hires, managing training materials, benefits administration, ordering IT equipment, and managing employee files.
* Provide coordination for managing team events, support for Quarterly Meetings, managing the employee recognition program.

**Finance – 25%**

* Support accounting/finance administration with some accounts receivable transactions and filing.
* Other duties as assigned.

**QUALIFICATIONS**

* 3+ years’ office administration experience
* Experience with an ERP (preferably NAV)
* Strong writing, spelling, and grammar skills.
* Microsoft Office Suite proficiency; experience using Outlook, Teams, Excel, and PowerPoint.
* Experience supporting HR processes (preferred, not required)
* Excellent communication and interpersonal skills.
* Team player with a cooperative attitude and a growth mindset.
* High level of integrity and discretion in handling confidential information.
* Attention to detail
* Ability to independently organize, multi-task, and prioritize.
* Solid analytical and critical thinking skills.
* Proven ability to anticipate needs, plan-ahead and make quick adjustments with composure.
* Record of success in taking initiative, juggling multiple projects, working thoughtfully to support the success of the team.
* Accepts teaching opportunities, constructively adjusting to coaching from peers.
* H.S. degree required; Bachelor's degree preferred.
* Ability to push, pull, lift and/or carry up to 20 pounds.

**REQUIREMENTS**

Based on the business needs of the role, this position is based on site at Industrial Revolution’s Headquarters. No remote option.

At Industrial Revolution, the health and safety of our people is our number one priority. That is why all offers of employment are contingent on the candidate showing proof of being fully vaccinated against Covid-19 to pass the pre-employment requirements. Individuals with medical or religious beliefs that prevent them from getting the vaccine may request an exemption from the vaccine requirement.