



## **Customer/Operations Support - Contract Position**

### **About the Job**

Distant Village Packaging is an innovative supplier of world-class sustainable packaging and printed adhesive labels since 2000. We offer a friendly and supportive working environment in which you will be challenged, valued, and encouraged to grow with our company. You will be provided on-the-job training. This position is a Part-Time contract position from 9am to 3pm and may develop into a Full-Time position over time.

This innovative and growing business needs a dynamic, energetic and motivated individual to cover Customer Service and Operations. In this role you will be the friendly voice to the customer starting with the initial contact. You will provide efficient and effective handling of their orders from inquiry to quote to order and manufacturing, all the way to their door - even following up with them to double check they're satisfied customers! You'll also explore other possible ways we can solve their packaging and label solutions. You enjoy working in a fast paced entrepreneurial environment, serving as the liaison between customers and production to ensure information is accurately communicated regarding order fulfillment and delivery to our clients. Provides for small business office support as needed.

### **Responsibilities include:**

- Organize customer orders, quotations and special requests and coordinate effective resolutions with production teams and suppliers, domestically and internationally.
- Provide customers with a positive experience and great impression of our company and values.
- Helpful support to customers in finding creative solutions to their needs and helping them understand how our sustainable packaging and label solutions can meet their needs.
- Friendly customer support to manage inquiries, quotes, orders, and delivery with customers in a way to creates a positive impact for the company and client.
- General office and operations support
- Support/Coordinate eCommerce/website information

### **Requirements:**

- Positive attitude. Enthusiastic about helping grow this exciting sustainable business, and creating positive change in packaging and labels
- Resourceful Self-starter. Takes initiative to solve problems
- Driven to succeed in an entrepreneurial environment
- Highly organized and detail-oriented
- Excellent interpersonal skills, with strong written and verbal communication
- Solid MS-EXCEL experience



- A PLUS if you have experience with any of these: QuickBooks, Big Commerce, eCommerce, WordPress, MailChimp, B2B, Print or Packaging industry, and CRM experience

**Benefits:**

- Competitive compensation
- Learn about innovative packaging and labeling solutions and technology
- Build expertise in sustainability, recycling, composting solutions in packaging
- Professional Development & Guidance
- Gain leadership, hands-on, strategic and operational responsibilities
- Potential long term position

For immediate consideration, please send resume and cover letter to [jobs@distantvillage.com](mailto:jobs@distantvillage.com), with subject *CSR/Office Support*.  
No phone calls, please.