

Internal Sales and Operations Specialist

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Here is the opportunity to join the globally recognized literacy non-profit, Little Free Library. A 2020 World Literacy Council Award winner, with over 100,000 Little Free Library installations in place around the world, we seek a candidate that wants to make a difference and grow our impact.

Position Purpose:

The Internal Sales & Operations Specialist is a full-time, mid-level position responsible for providing exceptional internal sales, customer service and operations support. He/she will be responsible for providing quality customer service to Little Free Library stewards and supporters which may include but is not limited to determining customer needs, responding to email and phone inquiries, resolving problems, processing orders, invoices & estimates, making recommendations, and maintaining and updating databases. He/she will also serve as an integral part of the Operations Team, working to ensure that the highest levels of quality, efficiency, and productivity of operational functions are achieved.

Key Responsibilities:

- Provide excellent internal sales and customer service via phone, in-person and email to Little Free Library stewards and supporters
- Respond to sales opportunities as they come in, determining if they align with the Little Free Library mission and beneficial for all parties involved
- Respond to inquiries related to Little Free Library programs, services, and products
- Process pay-by-check, in-person, and phone orders
- Recommend process improvements and new services by collecting customer data and analyzing needs
- Coordinates sales effort with marketing, retail products program, operations, and accounting
- Maintain knowledge and mastery of various customer service systems and databases
- Provide accounting and clerical support to accounting department
- Prepare and maintain accounting sales documents and records including invoices and estimates
- Establish, develop, and maintain business relationships with current and prospective customers to generate new business for the organization's products/programs
- Participate in internal system technical problem solving to include determining cause, recommending solution and following up to ensure resolution
- Update customer records in the system, including notes about interactions
- Direct customers to online resources
- Invoice customers and manage gift card program
- Verify weekly that all fulfillment requests have been sent to vendors

- With the Retail Product Program, coordinate the management of the distribution pipeline, keeping the Little Free Library staff and builders aware of approaching opportunities as well as potential challenges
- Assist with the Little Free Library suppliers relationships, ensuring all needs are met and our products are of the highest quality (including delivery and reliability) and weekly inventories
- Assist with packaging and shipping of Little Free Libraries and products (lifting required), as required
- General warehouse duties as needed and/or staff backup

Required Skills and Characteristics:

- Excellent written and oral communication skills
- Results-driven and skilled in continuous improvement processes
- Likes to work within cross-function teams
- Strong organizational skills
- Ability to be flexible and work well under pressure in a fast-paced, multi-tasking environment
- Must be a “can-do” problem solver who is willing to take responsibility of administrative and operational procedures
- Personable with a customer service mentality that extends to staff as well
- Emotional maturity and adaptable to work load demands and requests
- Flexibility to work outside of normal business hours when necessary
- Ability to utilize complete discretion while handling confidential and sensitive information
- A strong passion for the Little Free Library mission

Required Qualifications:

- Minimum Associate Degree or equivalent; Bachelor’s Degree in Business or Accounting preferred
- A minimum of 3 years of customer service experience, retail and/or e-commerce sales
- Familiarity with bookkeeping and basic accounting procedures
- Must be experienced working with a variety of technology platforms including but not limited to, Google Apps, Microsoft Office, Salesforce or other CRM, QuickBooks, shipping programs, and e-commerce programs.
- Experience working in a complex nonprofit organization a plus

Physical Requirements:

- This job primarily takes place within an office setting
- Occasional travel expected
- Position is based on 40 hour week and located at 573 County Road A, Suite 106, Hudson, WI.

- A valid driver's license and car is required for occasional local travel
- Ability to lift at least 40 lbs. on a regular basis

Salary range is \$20 to \$22 per hour based on experience.

Little Free Library is an equal opportunity employer.