



North Bay Trading Co.
BUSINESS SUPPORT SPECIALIST



ABOUT THE COMPANY:

Through our website and Amazon, we sell wholesome shelf-stable food to health-conscious retail and commercial customers. Selling under the brands North Bay Trading Co. and Thousand Lakes, our main products include Wild Rice, Soup Mixes, Beans, Lentils, Freeze Dried Fruit and Vegetables, and Air-Dried Vegetables. As a local, family-owned company, we enjoy the small-town feel (in the great outdoors). As a business that sells nationwide, we also enjoy the fast-paced, entrepreneurial nature of a growing corporation. Truly the best of both worlds.

Our Culture and Employee Fit are both very important to our success. Please read more about us on our website at northbaytrading.com/about-north-bay-trading and northbaytrading.com/jobs. If you truly feel that we are a great match, look at the job description below, and our current job openings on our website.

This is an at-will non-exempt position. Depending upon the final job offer, this position will require a minimum of 30 to 40 hours per week on site at the Company office. Eligible employees receive paid time off, holiday pay, simple IRA match, HSA account contributions, and possible discretionary bonus. Additional work hours may also be required as requested by the Company.

This position will be subject to all policies in the Company's' Employee Handbook and Employment Agreements, Confidentiality and Non-Disclosure Agreements, or similar employment agreements (copies available on request).

ABOUT THE POSITION:

Job Title: Business Support Specialist

Job Classification: Non-exempt, Full Time (30-40 hours/week, 3-5 days per week), Regular

Duties and Essential Functions:

This position assists management in executing the organizations' functions by offering administrative support to customer service, bookkeeping, food safety, marketing, and property care programs. Support will be given to the organization and its related entities as needed and/or requested. The right candidate will like a variety of administrative work and have excellent computer skills.

Major Responsibilities:

- Assist with answering phones and general customer emails.
- Assist with operational activities related to processing customer orders.
- Everyday monitoring of Amazon for customer service issues, reviews, and alerts
- Help review and approve certain categories of new customers.
- Solicit re-orders from larger customers that have not ordered in a while.
- Update website and mailing list for periodic promotional activities.
- Maintain the registry of raw materials and finished goods.
- Review vendor specifications and product documents against Company standards.
- Assist with general bookkeeping, reporting, and data entry tasks.
- Assist the Accounting department with traceability and mock recall.
- Assist with customer invoicing and collection.
- Provide admin support to property care work.
- Perform product label updates.

- Assist with monitoring and restocking packaging materials and maintenance supplies.
- Participate in office cleaning and organization efforts.
- Help with competitive market research.
- Participate in food safety meetings as requested.
- Help with food safety monitoring and verifications.
- Assist with documenting operating procedures and work instructions.
- Other tasks as assigned by Management.

Requirements / Qualifications:

- Willing to be cross trained and switch between tasks.
- Ability to communicate effectively by oral and written communications.
- Accurate computer data entry skills. Proficient with Microsoft Outlook, Word, and Excel.
- Comfortable working with e-commerce software.
- Background in Accounting or Bookkeeping is a big plus in this role.
- No communicable disease which could present a food safety risk.
- Agrees to the Company's Confidentiality and Proprietary Rights Agreement or Employment Agreement that clarifies "works-for-hire."
- Willing to work extra hours during peak periods or staffing shortages.

Pay and Schedule:

- A 4/10 or 3/10 schedule is possible where work is done 10 hours per day for three/four days over a seven-day cycle when staffing levels and schedules allow the business to be fully operational five days per week (7:30am - 4:00pm). However, the Company shall be 100% staffed on days involving inventory count exercises, third-party audits, or other days as determined by Management.
- Work will be primarily performed in Brule, WI with some local travel to help with things like restocking supplies, checking offsite storage, or picking things up in Superior.
- Business operating hours are between 7:30 am to 4:00 pm, Monday – Friday.
- Pay will be in the range of \$ 19 – 22 per hour depending upon qualifications, W-2 employee status, eligibility to participate in all applicable benefits and Employee Incentive plans.
- Depending upon the final job offer: A 30 - 40 hour per week minimum commitment with more required work at times as needed or offered. Work in excess of 40 hours per week must be approved in advance in writing by the President. The failure to obtain advance approval of overtime may result in discipline, up to termination. All work in a workweek in excess of 40 hours will be paid at one-and-one-half (1 1/2) times the current regular hourly rate.
- Compensation for "hours worked" will be paid pursuant to the federal and state laws and regulations in effect at the time of the work.

Contact: If what you've read so far is exciting and is truly a good fit with you, please email us at hr@northbaytrading.com and include the job title Business Support Specialist in the subject line.