



**Universal Industrial
Products, Inc.**

Job Title:	Customer Service Assistant/Receptionist/Social Media Marketing Assistant	Job Category:	Professional
Department/Group:	Sales	Reports to:	Vice President of Sales & Marketing
Location:	Pioneer, OH	Travel Required:	None
Level:	Entry Level	Position Type:	Full Time
HR Contact:	Tanya Kelley	HR Contact Phone:	419-451-1121

Company Description: Universal Industrial Products, Inc. is a privately owned manufacturer of SOSS Invisible Hinges, UltraLatch by SOSS, after-market lawn mower and edger blades, and LandWave ramp systems.

Role and Responsibilities:

The role of the Customer Service Assistant– Receptionist/ Social Media Marketing Assistant is to greet all UIP customers and guests. They must answer, screen, and transfer all incoming UIP phone calls. This role is also responsible for assisting with order entry, stock status requests, and filing for SOSS Door Hardware orders. In addition to these daily activities, this role is expected to assist with social media pages for all UIP Products.

Responsibilities include:

- Answer, screen, and transfer all incoming UIP calls.
- Greeting visitors and notifying staff when their guests have arrived
- Process orders for SOSS Door Hardware products as directed by the Order Management Specialist.
- Assist with filing and stock status requests when needed.
- Pick up, sort and deliver mail to the correct personnel daily.
- Maintain a social media marketing calendar and post on social media platforms regularly
- Maintain UltraLatch and SOSS websites
- Work with other departments as needed.
- Assist with special projects and other office personnel when needed.

Skills and Competencies Required:

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| <ul style="list-style-type: none"> • Data Entry • Communication • Teamwork • Computer Skills • TCM (Training Provided) • Self-Motivated • Accuracy | <ul style="list-style-type: none"> • Personable and pleasant interpersonal skills • Time Management /Organization • E-mail, Phone, internet proficiency • Basic Business Math Skills • Proofreading |
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Physical Requirements:

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| <ul style="list-style-type: none"> • Sit for long periods of time • Repeat the same movements • See details of objects that are less than a few feet away | <ul style="list-style-type: none"> • Speak clearly so others can understand • Listen and understand the speech of others |
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