



Greenhead Lobster Position Description

Position: Office Associate

Reports To: Controller

Position Summary: This position is responsible for helping maintain our admin and accounting office which includes, but not limited to, customer service, daily entry of fishermen slips, and basic office duties.

Expected Work Week: Seasonal Full Time – Monday thru Friday

Essential Functions:

The following list is not exhaustive and may be supplemented as necessary.

- Answer the phone and ensuring friendly resolution to all calls
- Monitoring Greenhead Lobster info email and directing inquiries accordingly
- Managing Customer complaint folder
 - Daily tracking through UPS
 - Tracking UPS claims
- Managing retail store
 - Updating Square pricing for live lobsters when boat price changes
 - Updating and maintaining frozen inventory for retail store
 - Entering all square sales into our accounting system
- Daily entry fishermen slips
- Daily office assistant duties including filing, interacting with customers that come in, basic data entry in various excels, etc.
- All other duties required

Specific Job Physical Requirements:

- Must be able to sit or stand for 8 hours a day.
- Must be able to work with a computer for 8 hours a day.
- Must be able to bend, squat, crawl, climb, reach above shoulder level, kneel, grasp, push and pull.
- Must be able to pick up 20 lbs

Associate Signature: _____ **Date:** _____