

## **OPERATIONS LEAD**

**AT TKI CNC WE STRIVE FOR TOP OF THE LINE QUALITY, PERFORMANCE AND CUSTOMER SERVICE.** We take pride in our products and providing value for our customers. At TKI CNC, we produce high quality products for outdoor enthusiasts including snowmobiles, dirt bikes, and marine. When you work here, you will have the opportunity to be part of a growing team focused on teamwork, dedication, and innovation.

### **Job Summary**

The Operations Lead will play a key role in ensuring smooth day-to-day operations, combining administrative, customer-facing, logistical, and financial responsibilities. This hands-on position supports the overall efficiency of our manufacturing and retail operations. The ideal candidate is a proactive multitasker with strong organizational skills and a customer-oriented mindset.

This is a part-time position that would have flexible scheduling with core hours of 8:30 am to 2 pm, Monday – Thursday.

### **Responsibilities/Daily Tasks**

- Answer incoming phone calls, greet visitors, and provide excellent customer service.
- Work with leadership & marketing team on internal product development including sku creation, pricing analysis, and website listings.
- Assist customers in the showroom, including processing transactions using the Point of Sale (POS) system such as Square or QuickBooks.
- Maintain and merchandise the showroom to ensure an attractive and organized display of products as needed.
- Handle shipping and receiving tasks as needed, coordinating shipments, verifying incoming materials, processing payments and managing inventory records.
- Perform basic accounts payable (AP) and accounts receivable (AR) duties, such as processing invoices, tracking payments, and reconciling statements using QuickBooks.
- Order office, manufacturing, warehouse and showroom supplies as needed to maintain adequate stock levels.
- Manage and coordinate the owners' schedules, including appointments, meetings, and travel arrangements.
- Support general office administration, including filing, data entry, and maintain organizational records.

- Collaborate with the shop and warehouse team to ensure operational alignment and resolve any day-to-day issues.
- Contribute to process improvements to enhance efficiency and customer satisfaction through additional duties as assigned.

### **Qualifications and Requirements**

- High school diploma or equivalent required.
- Proficiency with Microsoft Suite & Adobe software packages required.
- Analytical and attention to detail required.
- Experience with AP/AR processes and supply ordering.
- Problem-solving mindset with a proactive approach to operational challenges.
- 1+ years of experience in an administrative, operations, or customer service role, ideally in a manufacturing, retail, or small business environment preferred.
- Proficiency with POS systems, basic accounting software (e.g., QuickBooks/Netsuite), and Microsoft Office Suite (Word, Excel, Outlook) preferred.
- Strong organizational and multitasking skills with attention to detail.
- Excellent communication and interpersonal skills for interacting with customers, vendors, and team members.
- Ability to work independently and as part of a team in a fast-paced setting.
- Basic knowledge of shipping/receiving processes and inventory management.
- Flexibility to handle varied tasks and occasional lifting (up to 50 lbs) for shipping/receiving duties.

### **Working Conditions**

Fun, fast paced, flexible office and manufacturing environment with moderately loud noise levels.

Job Type: Part-Time 20-35/hours per week

Benefits:

- Flexible Schedule
- Employee Discounts

Schedule:

- PT Flexible Schedule
- Some Remote work available

Company's website:

- [www.tkicnc.com](http://www.tkicnc.com)

Work Remotely:

- As needed basis

Send cover letter and resume to [jen@tkicnc.com](mailto:jen@tkicnc.com) for consideration.