



OLDANI BROTHERS
735 Hanover Rd
Meriden, CT 06451

JOB DESCRIPTION

Oldani Brothers is a small, but growing company in the niche industry of high-end, handcrafted sterling silver and pewter trophies. We employ and train skilled artisans and silversmiths who create awards for events including horse-racing, golf tournaments, yachting, and corporate awards. We have an easy-going, flexible work environment that rewards employees for company success.

We are looking for a **manufacturing customer service representative** who can:

- Learn to use a business management software to organize workflow through the shop.
- Work with customers via email and phone to fulfill custom orders.
- Assist new and prospective customers with inquiries about product lines and production capabilities.
- Organize tools, equipment, orders, and custom jobs.
 - It is important to be able to use digital software to keep organized. We use Google products along with a management software called Odoo.
- Be hands-on in multiple aspects of production.
 - We have four main workstations: spinning, casting, soldering, and polishing.
 - You're not expected to be a production worker, but you will need to understand them enough to optimize workflow, correct problems, and help fill in if needed.
- Wear the many hats required within a small business
- Coordinate with our Rhode Island branch for receipt of materials.
- Contact subcontractors/vendors for outside work or purchasing.
- Work without close supervision.
 - We don't micromanage, but your work is expected to be done in a timely manner.

We are very performance-based with regard to salary. Payment rate is a discussion that we have regarding what you bring to the company and your value add. Bonuses are paid based on the company's end-of-year performance.

This job is well-suited to someone looking for a long-term career where success and growth are attached to the success and growth of the company.