



Job Description

iShip & Pack is an independently owned and operated company that has been making waves in Pittsburgh since opening in the Fall of 2020. We are growing rapidly and looking to expand our team with a dynamic individual interested in enhancing their growth and development by gaining first-hand experience on the day-to-day operations of what it takes to run a small business. The ideal candidate acts as a brand ambassador, has the ability to wear multiple hats, and a passion for going above and beyond to enhance the customer experience.

Essential Duties

- Provide the highest level of service to all customers
- Answering general phone inquiries regarding hours, pricing, and services
- Distribute incoming mail and preparing outgoing mail and packages
- Open post office boxes
- Check packages for proper postage and addresses
- Inform customers about postage rates.
- Take passport photos.
- Register, certify, and insure letters and parcels.
- Record and balance cash drawer.
- Answer phones in courteous, helpful, and professional manner.
- Handle complaints regarding delivery problems, and lost or damaged mail.
- Maintain professional disposition at all times

Required Skills

- High School diploma or equivalent required.
- Customer Service experience of 1-3 years preferred, not required.
- Ability to multitask, organize and prioritize work assignments independently.
- Basic computer skills and knowledge required
- Willing to perform other tasks as assigned.
- Ability to remain calm and focused in fast-paced, stressful situations
- Detail-oriented and strong organizational skills
- Must be able to lift up to 50 pounds.
- Ability to kneel, crouch, bend, push, pull, stoop, and lift above shoulders
- Excellent communication and interpersonal skills.
- Ability to work flexible schedule, including Saturday's
- Social Media experience a plus.
- *This position is for a Part-time role, with the ability to work up to 30 hours a week.

iShip & Pack is an equal opportunity employer. iShip & Pack does not discriminate on the basis of race, color, religion, sex, national origin, veteran, disability, age, sexual orientation, gender identity or any other characteristic protected by law.

Send resume to: job@ishipnpack.com

For any additional questions call (412)- Phone: 412-314-4477