



## JOB DESCRIPTION

### Receptionist/Marketing Assistant

#### REPORTS TO

Marketing Manager

#### ABOUT US

Durvet, Inc., proud to be named one of Ingram's Best Places to Work in 2020 and 2024, is growing again! We are an animal health focused, member-owned distribution organization where every employee is a vital contributor. Our team members are the catalysts behind our 54 years of growth and stability, and we are looking for an individual to fill our full-time Receptionist/Marketing Assistant position. We are passionate about delivering superior service, building lasting relationships and helping people care for their animals. We continuously strive for excellence in all areas and are seeking someone to join our growing team to help meet the needs of livestock, equine, hobby farm and pet owners. Our right person will possess time tested "good old-fashioned" values, be a continuous learner, and always be up for new challenges.

#### POSITION SUMMARY

This position serves as both a receptionist and marketing assistant. This role is responsible for greeting, assisting, and providing direction and information to clients, visitors, and other guests of the organization. As well as performing tasks within the office to support company operations and marketing team initiatives.

#### KEY RESPONSIBILITIES

- Responsible for answering incoming calls and directing to appropriate department or employee.
- Serving visitors by greeting, welcoming, and directing them appropriately.
- Notifying company personnel of visitor arrival.
- Responsible for the company's adverse events process including reporting adverse events to the appropriate manufacturer and maintaining the adverse event log.
- Maintain Durvet and Vendor brand Safety Data Sheets – Keeping the SDS file up to date by adding new products and archiving discontinued products. Search and update SDS's continually. Submit SDS's to ChemTrec annually.
- Monitor and redirect company website and information email inboxes, directing inquiries appropriately.
- Plan and coordinate company events such as group meetings, lunches, and holiday parties, as well as booking travel and accommodations for trade show attendees.
- Responsible for ordering and stocking office supplies by maintaining an ongoing supply inventory. May include having to price compare and negotiate pricing with suppliers.
- Maintain the company employee store and purchases.



- Co-lead the planning and facilitation of the company's annual Sales Pro event.
- Manage and maintain the company's dealer database including updates to Durvet's Dealer Portal and Find A Store locator on durvet.com. and distributor member databases.
- Manage and maintain the distributor member database with updates as needed and quarterly.
- Assists with Durvet Rewards program – being lead contact with PAC, uploading programs and quizzes, assigning points and maintaining user database.
- Responsible for printing, managing, and fulfilling literature requests.
- Compile and distribute industry trends and relevant industry information.
- Assist with proofing various collateral pieces and publications.
- Manage the process of ProfitBuilder invoicing and editor payment.
- Participate in departmental meetings and provide updates on role initiatives.
- Collaborate and assist on various Marketing team initiatives such as: *ProfitBuilder*, blogging, social media content, and other duties as assigned.

### MINIMUM QUALIFICATIONS

- 2+ years proven work experience in office coordination or receptionist role.
- Animal health and/or agriculture experience preferred.
- Experience with Microsoft Office programs.
- Excellent oral and written communication and interpersonal skills.
- Must be well-organized and show attention to detail.
- Ability to work well independently and in a team environment.
- Ability to be self-driven to accomplish tasks and follow through on deadlines with a sense of urgency.
- Ability to conduct job functions via video platforms such as Microsoft Teams and/or Zoom.
- Overnight travel may be required.

### PHYSICAL DEMANDS

- Ability to sit for extended periods of time.
- Ability to read computer screens, written documents, and email.

**If you are serious about success, have a passion for animals, and love to serve others, then we would love the opportunity to meet you.**

#### *Disclaimer*

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*