



SCHOOL PORTRAIT FIELD ASSISTANT/CUSTOMER SERVICE REPRESENTATIVE

YOUR OPPORTUNITY:

Are you an early riser? Do you want to expand your customer service experience? Do you enjoy children? If this sounds like you, then join our team and come work as a field assistant on school portrait days! We've got a fast-growing company that offers opportunities for both advancement and career development.

THE COMPANY:

Victor O'Neill Studios (VOS) is a family-owned business that, for over 45 years, has served the school portrait industry throughout the DC metro area (VA, MD, and DC), constantly providing high quality photography to all its customers. Currently, with over 80 personnel, VOS is dedicated to growing its workforce to match its expansion in the industry. The company prides itself on taking care of its family of employees, and offers a competitive training and advancement program. Some seasonal staff have been with the company for over 15 years, with the majority returning each year.

THE POSITION:

Be the face of our company on school portrait days as a field assistant! This is a very important position in our company, as assistants shape the environment for all school day portrait sessions, and have a direct impact on customer satisfaction. We are looking for people who are always professional and friendly, and who will greet customers (students and faculty) with a warm and gracious attitude. You will be part of a portrait day team at every job. Comprehensive training will be provided by VOS. The hourly rate is \$15/hour. Assistants can expect to work approximately 20-25 hours per week with the potential for more. This is a seasonal job, with work lasting approximately through November.

THE LOCATION:

The VOS business office is located in McLean, VA, but work will be in the field at our customer schools. Travel over 60 miles round trip will be reimbursed at the federal mileage rate.

PRIMARY PORTRAIT DAY RESPONSIBILITIES:

- Maintain a positive, friendly, energetic attitude at all portrait shoots
- Prompt arrival at job sites to ensure proper time for set up and prep prior to the first customer
- Check-in customers for their portrait experience
- Ensure a smooth workflow between various photography stations
- Keep customers relaxed and ready to take their photos
- Identify and resolve any customer issues
- Relay messages between team members, as required
- Attention to detail when entering customer information into a database
- Help wherever needed if backlogs occur throughout the process
- Be a courteous, contributing member to the school day team
- Adhere to all company policies and directives

MINIMUM REQUIREMENTS:

MUST BE AVAILABLE THROUGH NOVEMBER 2020

- Prior customer service experience (preferred but not mandatory)
- Strong interpersonal and team skills
- Strong computer skills (preferred but not mandatory)
- Comfortable working around kids (prior experience preferred, but not mandatory)
- Reliable transportation/driver's license (Uber-type transportation not appropriate)
- Must pass a background check
- Willingness to travel to customer schools (travel over 60 miles round trip will be reimbursed at the federal mileage rate)

Job Type: Part-time/Seasonal (some opportunities for additional work in the off-season)

Salary: \$15/hour

To apply: submit a cover letter and resume to janet@vosphoto.com. Please include your county of residence.