

# Customer Service & Office Support Position

March 2023

**Masterson Equine Services** is a fast-growing international company based in Fairfield, Iowa, offering educational products and courses in The Masterson Method® Integrated Equine (and soon Canine) Bodywork around the world. Our primary business is selling and offering face-to-face training, online courses, and printed/media educational products to help equine and canine owners and professionals provide Masterson Method bodywork for these animals. Learn more on our website at [www.mastersonmethod.com](http://www.mastersonmethod.com).

We are looking for a qualified person with excellent Customer Service and Office Support skills to continue growing this family-owned business. Ideally, this person will work in our Fairfield, IA headquarters, however they may be able to work remotely from anywhere in the USA if they have strong Internet connectivity. Familiarity with The Masterson Method® equine bodywork is a strong asset, but not required, however interest in becoming familiar with this modality is required at minimum. This position initially requires approximately 20-25 hours per week with a likelihood for full-time (35 hours) employment starting late summer or fall 2023.

## Job Duties

50% Provide informative and friendly emails to customers (e.g., students enrolled in courses, people inquiring with questions, instructors leading courses, etc.)

15% Provide technical and clerical support for Zoom meetings

15% Prepare course materials and arrange for shipping from the local Fairfield office

10% Update internal database and help track orders

10% Other duties as assigned

## Qualifications

### Required Qualifications

Keen attention to detail is a must!

3 or more years of customer service experience

Fluent with basic office computer skills (MS Word, Excel, Google Drive, email, web-based apps, etc.)

Ability to trouble-shoot and problem-solve, especially with technical issues (e.g., in Zoom meetings)

Excellent verbal and written communication skills

Good work ethic, reliable, friendly personality, conscientious, detail oriented

Ability to handle multiple projects at once and manage time efficiently

Commitment to excellence on the job

Self-starter - able to see what's needed and take action

Ability to work independently and as a team player

Ability to take direction from, and report to, different personnel depending on project assignments

Experience updating databases

Interest in or familiarity with The Masterson Method

### Preferred Qualifications

Experience working with horses and/or dogs

Experience learning and practicing The Masterson Method

Good sense of humor

Additional office, computer and/or communications skills

## How to Apply

To apply, please email your complete resume with a cover letter and at least 2 professional references to Megan Dushin at [megan@mastersonmethod.com](mailto:megan@mastersonmethod.com).