



KinderLab Robotics, Inc.
7 Sun Street
Waltham, MA 02453

Business Manager

This fast-paced and benefits eligible position requires a personable and committed person to be our Business Manager. Core responsibilities fall into three areas: Bookkeeping, General Business Administration, and remote Customer Service. Solid foundations in bookkeeping and accounting terminology and processes are required, as are strong organizational skills, attention to detail, and the ability to work and prioritize independently.

This a full time, professional position which provides vital support to the ongoing operations of our mature start-up. To begin, the position will be fully remote. Post COVID, this position will be based on-site at our factory in Waltham, MA, with the option of some remote work if desired.

KinderLab Robotics, Inc. creates and sells educational products and services that contribute to its mission of universal STEM literacy. And for the record, it is an awesome place to work. Check us out at www.KinderLabRobotics.com.

Bookkeeping

- Oversee the processing of product orders through both our webstore and Purchase Orders.
- Maintain accurate and current Accounts Receivable
- Ensure timely payment of reviewed vendor invoices
- Track and report payroll
- Provide monthly financial and sales reports as requested by CEO and accountant
- Track, file, and pay sales tax in multiple states
- Create and maintain business reports as requested by CEO and others
- Support submission of responses to customer RFPs
- Track and report commissions

Office Management

- Onsite support of office (post COVID) at least 3 days per week (schedule to be determined)
- Support fulfillment staff in shipping of orders, as required. (Please note: lifting objects up to 50 lbs may be required as part of order fulfillment.)
- Support all staff with HR and benefits administration
- Manage service relationships (e.g. shipping services, drinking water delivery, utilities)
- Order supplies for the office
- Coordinate vacation and holiday coverage

Customer Service

- Oversee and/or problem solve all orders/transactions, from customer initiation through delivery
- Monitor and respond to customer service email correspondence
- Monitor and answer office phone line
- Act as primary point of contact on all International sales
- Assist customers with any issues or refer as appropriate. For example, direct technical support questions to separate technical support staff.

Candidate Profile

- Professional, collaborative, respectful and discreet
- Excellent communication and interpersonal skills
- Works well independently and in a team with a positive attitude, flexible to the needs of a small business

Requirements

- Understanding of bookkeeping principles required. Specialized bookkeeping training preferred.
- High School Diploma or equivalent. College degree preferred.
- Strong computer skills are required, with specific strength in Excel preferred. Knowledge of QuickBooks is a plus.

KinderLab Robotics, Inc. sells products and services that contribute to its mission of universal STEM literacy. Its flagship KIBO robot kits bring developmentally appropriate, creative STEM education to children aged 4-7 years old. The product has been sold into all 50 U.S. states and to countries world-wide. KinderLab is headquartered in Waltham MA, backed by VC and corporate investors, and is poised for rapid growth.

Compensation will be in the mid-five figures (commensurate with experience), plus benefits. To apply, please submit a resume and cover letter to jobs@kinderlabrobotics.com. No phone calls, please.