

# futreshirts

E-COMMERCE – **Warehouse / Fulfillment Associate** FULL TIME

## **The Futureshirts Team**

Futureshirts exists to innovate for clients. FUTURESHIRTS is more than merchandise. It is a place to explore potential, obliterate boundaries and push out the edges of what can be. The company looks for people who can grow, think, dream and create. Its culture thrives by embracing creativity, kindness, and service through hard work for a common goal. Futureshirts seeks achievers, leaders and visionaries... At Futureshirts, it's about each person bringing skills and passion to a challenging and constantly evolving business.

## **Futureshirts E-Commerce & Marketing**

Futureshirts E-Commerce and Marketing offers artists, brands, labels, and events a personalized & innovative agency approach through comprehensive services including **marketing, commerce & creative**. With service & technology at our center, our goal is to help our clients connect with, grow & monetize their audiences with engaging content, on-brand storylines, unique experiences & compelling product offerings.

**Futureshirts creates exceptional service and products because its employees listen to exceptional ideas from all parties involved in the creative process.**

## **Position Overview**

Futureshirts provides pick-pack fulfillment for entertainment and music clients. We are seeking well qualified individuals for our Nashville, TN warehouse. The Warehouse / Fulfillment Associate is proactive and works to maintain pick/pack/ship, customer service, inventory management on or before applicable deadlines and find new solutions for efficiency and organization within the warehouse. This full-time position is a Monday - Friday Hours are usually 8:30AM – 5:30PM (with one-hour unpaid lunch). This position truly **exists to serve the clients, and the FS Team**, making all parties believers!

## **Job Duties**

- Communicate daily with other Warehouse / Fulfillment team members and E-Commerce Account Managers for priority projects, incoming shipments, inventory audits and more
- Provide exceptional customer service to clients and web store customers
- Project manage the completion of assigned tasks
- Perform daily product pull, packing, and shipping for webstore orders and fulfillment clients
- Request feedback and monitor the quality of services provided
- Manage delivery of relative reports for E-Commerce Account Managers
- Relay needs to Futureshirts staff via clear, established modes of communication
- Communicate project updates and requests to clients for feedback and approval.
- Provide inventory updates for E-Commerce Account Managers ahead of webstore promotions
- Perform inventory restocks as necessary from account managers.
- Order appropriate packaging for product shipments
- Manage delivery of new products and restocks so shipments can occur in a timely manner
- Customer service
- Notify Futureshirts management of challenges in order to initiate intervention and assistance
- Assist in event(s), tasks, and functions regarding Futureshirts
- Other duties as assigned

## Requirements/ Qualifiers

- Professional
- On time
- **Kind, Helpful, Servant hearted**
- Excellent communication AND service
- Relevant
- Positive and productive
- Strong interpersonal communication skills
- Problem-solving abilities
- Able to utilize minimally complex computer software
- Must be able to lift up to 50lbs
- Able to operate efficiently in a fast-paced environment.
- Excellent attention to detail.
- Courteous and professional demeanor.
- Able to operate with a sense of urgency and accuracy.
- Strong desire to provide excellent customer service.
- Strong time management / organizational skills
- Previous warehouse experience, a plus
- Experience with product pulling/tracking computer programs is desirable.
- Experience operating warehouse equipment (forklift, order picker, pallet riders, etc.) is desirable
- **A desire to have staff and clients LOVE you**
- Fun to be around and enjoyable to work with...
- A desire to Win!